# 

Statement of Work

Azure Active Directory Implementation Services

Prepared for

Prepared by

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Table of contents

[1. Project objectives and scope 1](#_Toc37750174)

[1.1. Objectives 1](#_Toc37750175)

[1.2. Areas in scope 1](#_Toc37750176)

[1.3. Areas out of scope 4](#_Toc37750177)

[2. Project approach, timeline, and deliverable acceptance 5](#_Toc37750178)

[2.1. Approach 5](#_Toc37750179)

[2.2. Timeline 9](#_Toc37750180)

[2.3. Deliverable acceptance process 10](#_Toc37750181)

[2.4. Project governance 10](#_Toc37750182)

[2.5. Project completion 11](#_Toc37750183)

[2.6. Project roles and responsibilities 12](#_Toc37750184)

[3. Customer responsibilities and project assumptions 13](#_Toc37750185)

[3.1. Customer responsibilities 13](#_Toc37750186)

[3.2. Project assumptions 13](#_Toc37750187)

This Statement of Work (SOW) and any exhibits, appendices, schedules, and attachments to it are made pursuant to Work Order 7-VV73YIJL6 and describes the work to be performed (Services) by Microsoft (“us,” “we”) for (“Customer,” “you,” “your”) relating to the implementation of Azure Active Directory (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.

# Project objectives and scope

## Objectives

The objective of this project is to integrate your on-premises Active Directory Domain Services (AD DS) environment with Azure Active Directory. The purpose of this SOW is to provide you with the scope, activities, and timeline necessary to complete this activity.

We will integrate a subset of your applications with Azure Active Directory for achieving single sign-on (SSO) authentication. This includes the integration of up to two supported on-premises applications and three third-party software as a service (SAAS) applications from the Azure Active Directory application gallery.

All work will occur remotely.

## Areas in scope

### General project scope

Microsoft will provide Services in support of the following scope.

| Area | Description | Assumptions |
| --- | --- | --- |
| Azure Active Directory App Integration | Integrate on-premises or Azure Active Directory gallery applications with Azure Active Directory for authentication. Microsoft will deliver the following to achieve this:  Installation and configuration of up to 2 Azure Active Directory Application Proxy agents in the Customer environment.  Integration of up to 3 applications. The types of application integrations will include:   * + Third-party Software as a Service (SaaS) applications that will be integrated through either the password SSO or federated SSO authentication method.   + On-premises web applications that will be integrated using the Azure Active Directory application proxy. | Applications that are published with Azure Active Directory App Proxy use Integrated Windows Authentication.  SaaS applications are present in the Azure Active Directory App Gallery. |

### Software products and technologies

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

| Product and technology item | Version | Ready by |
| --- | --- | --- |
| Windows Server Active Directory Domain Services | 2008–2016 | Start of the project |
| Azure Active Directory | Basic or Premium | Start of the project |

### Data migration

Data migration is not in scope for this SOW.

### System integration

The following system integration is in scope for the project.

| Integration | Description of scope | Responsibility | | Ready by |
| --- | --- | --- | --- | --- |
| Applications | Up to 3 applications will be integrated with Azure Active Directory to enable single sign-on. | Microsoft with Customer support | Start of the Enable phase | |

### Environments

The following environments will be required to deliver the project.

| Environment | Location | Responsibility | Ready by |
| --- | --- | --- | --- |
| Development | Customer facility | Customer | Start of Remediate phase |
| Test | Customer facility | Customer | Start of Remediate phase |
| Production | Customer/Azure | Customer | Start of Remediate phase |

### Testing and defect remediation

#### Testing

The following testing is included in the scope of the project. If additional time is needed for Microsoft testing support, then it can be requested through the Change management process described in this SOW.

| Test type (environment) | Description | Responsibility | | |
| --- | --- | --- | --- | --- |
| Has responsibility  for testing? | Provides data or test cases | Provides guidance and support |
| Validation testing (production) | Test cases will be run in the production environment to validate that the implemented solution is functioning as designed. | Microsoft | Microsoft | Customer |

#### Defect remediation

If defects are identified during testing, the priority of the item will be jointly agreed upon by the Customer and Microsoft. Defect prioritization is defined in the following table.

| Priority | Description | Remediation in scope? |
| --- | --- | --- |
| P1 | **Blocking defect**  Development, testing, or production launch cannot proceed until this type of defect is corrected. A defect of this type blocks further progress in this area. The solution cannot ship, and the project team cannot achieve the next milestone until such a defect is corrected. | Yes |
| P2 | **Significant defect** This type of defect must be fixed prior to moving to production. Such a defect, however, will not affect test plan implementation. | Yes |
| P3 | **Important defect** It is important to correct this type of defect. However, it is possible to move forward into production through the use of a workaround. | No; the problem will be logged. Remediation will be performed through an agreed-upon change request only. |
| P4 | **Enhancements and low priority defects** P4 defects consist of feature enhancement and cosmetic defects. These include design requests that vary from original concepts. | No; the problem will be logged. Remediation will be performed through an agreed-upon change request only. |

## Areas out of scope

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

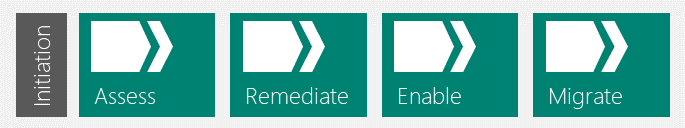
| Area | Description |
| --- | --- |
| AD FS | Customization of AD FS sign-in pages is out of scope.  AD FS integration with applications or services beyond Azure Active Directory is out of scope. |
| Azure Active Directory Integration | Installation and configuration of Azure Active Directory Connect  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 |
| Authentication types for applications published through Azure Active Directory App Proxy | Web applications that use form-based or [header-based](https://docs.microsoft.com/en-us/azure/active-directory/application-proxy-ping-access) access (Refer to third party product PingAccess.) are out of scope.  Web APIs that you want to expose to rich applications on different devices are out of scope.  Applications hosted behind a [Remote Desktop Gateway](https://docs.microsoft.com/en-us/azure/active-directory/application-proxy-publish-remote-desktop) are out of scope.  Rich client apps that are integrated with the Active Directory Authentication Library are out of scope. |
| Authentication types for applications published through Azure Active Directory App Gallery | Linked sign-on is out of scope. |
| Automated user provisioning (SCIM) | The configuration of automated user provisioning (System for Cross-Domain Identity Management- SCIM) for applications that are capable of provisioning users in either Azure Active Directory or AD DS is out of scope. |
| Custom application development | Applications that require additional development effort to integrate with Azure Active Directory are out of scope. |
| Existing production federated applications | Migration of existing federated applications to Azure Active Directory 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. |
| 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 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. |

# Project approach, timeline, and deliverable acceptance

## Approach

The project will be structured following the Microsoft Online Services Lifecycle methodology across three of the possible four distinct phases: Assess, Remediate, Enable, and Migrate (Migrate is not included in this SOW). 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 preinitiation call to initiate team formation and communicate expectations.  Document the project launch prerequisites using input from this SOW.  Track the status of launch prerequisites and adjust the engagement initiation phase start date accordingly.  Conduct a detailed walk-through of the SOW with the Customer to agree on an initial project schedule and approach. |
| **Customer activities** The activities to be performed by the Customer | Attend and participate in the preinitiation call.  Assign project initiation and launch prerequisite responsibilities to accountable Customer leadership and establish target completion dates.  Complete the project initiation and launch prerequisites.  Staff the project with the required Customer resources in the time frames that were agreed upon in the preinitiation call.  Provide remote access capabilities to enable remote delivery of the solution |

### Assess

During the Assess phase, Microsoft will conduct a series of workshops to gather design requirements. Microsoft and the Customer will review the results of the planning workshops and jointly determine requirements necessary to support the deployments.

|  | | |
| --- | --- | --- |
| Category | Description | |
| **Microsoft activities** The activities to be performed by Microsoft | * Conduct an application integration workshop and complete an application integration questionnaire to gather requirements and information about the in-scope applications. * Produce a design and plan document to integrate in-scope applications with Azure Active Directory. * Create preparation checklist for application integration with Azure Active Directory. |
| **Customer activities** The activities to be performed by the Customer | * Participate in the assessment and planning workshop, communicate requirements, provide current environmental information, and make design decisions |
| **Key assumptions** | * The Customer has a functional Azure Active Directory environment * The Customer has SaaS applications that can be integrated to Azure Active Directory |

#### Deliverables

| Name | Description | Acceptance required? | Responsibility |
| --- | --- | --- | --- |
| Preparation checklist | A Microsoft Excel spreadsheet that documents the tasks that must be completed by the Customer and the resources that must be procured to facilitate the completion of in-scope work. | Yes | Microsoft |
| Design and plan | A Word document that captures design decisions made during the workshop, documents the design for the solution, and details the high-level plan for the completion of in-scope work. | Yes | Microsoft |

### Remediate

During the Remediate phase, the Customer uses the remediation and deployment plan to prepare the environment for onboarding to Azure Active Directory, with assistance from Microsoft. This preparation includes completion of prerequisites, procurement, and provisioning of required hardware or virtual machines, cleanup of AD DS content, and the deployment of Azure Active Directory Connect and related integration component requirements. These preparations are based on decisions made during the Assess phase of the project.

|  | |
| --- | --- |
| Category | Description |
| **Microsoft activities** The activities to be performed by Microsoft | * Provide general guidance and answer questions during Customer-led completion of identified preparation tasks. * Provide input to end-user communications related to the solution. * Implement prerequisites for Azure Active Directory App Proxy including hardware, software, and the networking summarized in preparation checklist. |
| **Customer activities** The activities to be performed by the Customer | * Complete all identified preparation tasks to facilitating implementation of the solution. * Prepare user communications. * Provision the servers required for Azure Active Directory App Proxy installation. * Remediate applications (if required) to prepare for integration with Azure Active Directory. * Complete the tasks that were summarized on the preparation checklist. * If the application requires additional configuration or remediation steps prior to integration, the Customer will provide subject matter expertise for that application or engage the product vendor, as necessary. |
| **Key assumptions** | Items in the preparation checklist can be remediated within 1 week. |

#### Deliverables

| Name | Description | Acceptance required? | Responsibility |
| --- | --- | --- | --- |
| Preparation checklist completed | An Excel spreadsheet that documents the tasks that must be completed by the Customer and the resources that must be procured to facilitate the completion of in-scope work. | Yes | Customer |

### Enable

During the Enable phase, Azure Active Directory Connect components will be installed in the production environment and components will be tested to validate expected functionality. After validation, Microsoft will perform a final demonstration of functionality. An engagement closeout meeting completes the project.

|  | | |
| --- | --- | --- |
| Category | Description | |
| **Microsoft activities** The activities to be performed by Microsoft | Install and configure up to 2 Azure Active Directory App Proxy agents.  Integrate in-scope applications with Azure Active Directory (SSO or App Proxy).  Create and validate test case testing and the remediation of application integration with Azure Active Directory (up to a maximum of 6 hours). |
| **Customer activities** The activities to be performed by the Customer | Assist Microsoft, as necessary, during production implementation tasks.  If the Customer selects a third-party federated identity provider, provide subject matter expertise for that identity provider and implement the configuration required to use federated authentication with Azure Active Directory. Engage the product vendor, as necessary.  Configure networking and firewall ports to support Azure Active Directory App Proxy.  Take ownership of application integration for ongoing management and support.  Participate in solution validation testing.  Take ownership of the solution used for ongoing management and support. |
| **Key assumptions** |  |

#### Deliverables

| Name | Description | Acceptance required? | Responsibility |
| --- | --- | --- | --- |
| Test cases | An Excel spreadsheet that documents the test cases that will be conducted to validate that the implemented solution functions as designed. | Yes | Microsoft |
| Delivery summary | A Word document that summarizes the work completed, provides relevant maintenance guidance, and documents recommended next steps. | No | Microsoft |

### Migrate

This SOW does not include a Migrate phase.

## 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.

| Component | Assess | Remediate | Enable | Total |
| --- | --- | --- | --- | --- |
| Azure Active Directory app integration | 3 days | 2 days | 10 days | 15 days |

## Deliverable acceptance process

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

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

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

Or

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

Deliverables shall be deemed accepted unless the written rejection notification is received by Microsoft in the 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), after which the deliverable is deemed accepted.

Problems that are outside the scope of this SOW, and feedback provided after a deliverable has been accepted will be addressed as a change request, managed as described in the Change management process section.

## Project governance

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

### Project communication

The following will be used to communicate during the project:

* **Communication plan**: this document will describe the frequency, audience, and content of communication with the team and stakeholders. It will be developed by Microsoft and the Customer as part of project planning.
* **Status reports**: the Microsoft team will prepare and issue regular status reports to project stakeholders per the frequency defined in the communication plan.
* **Status meetings**: the Microsoft team will schedule regular status meetings to review the overall project status, the acceptance of deliverables, and review open problems and risks.

### Risk and issue management

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

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

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

### Change management process

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

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

### Escalation path

The Microsoft project manager will work closely with the Customer project manager, sponsor, and other designees to manage project issues, risks, and change requests as described previously. The Customer will provide reasonable access to the sponsor or sponsors in order to expedite resolution. The standard escalation path for review, approval, or dispute resolution is as follows:

* Project team member (Microsoft or the Customer)
* Project manager (Microsoft and the Customer)
* Microsoft delivery manager
* Microsoft and the Customer project sponsor

## Project completion

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

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

## Project roles and responsibilities

The key project roles and the responsibilities are as follows.

#### Customer

| Role | Responsibilities |
| --- | --- |
| Project sponsor | * Provide the estimated project commitment: 2–4 hours a week * Make key project decisions. * Serve as a point of escalation to support clearing project roadblocks. |
| Project manager | Provide the estimated project commitment: 20 hours a week  Serve as primary point of contact for the Microsoft team.  Manage the overall project.  Deliver the project on schedule.  Take responsibility for Customer resource allocation, risk management, and project priorities.  Communicate with executive stakeholders. |
| Active Directory lead and identity lead (or leads) | Take responsibility for Azure Active Directory and an integrated on-premises AD DS forest (or forests).  Take responsibility for the Azure Active Directory identity management solution going forward. |
| Active Directory resource | Implement the changes to Active Directory required to support authentication use cases, if needed. |
| Server infrastructure resources | Provision the servers required for Azure Active Directory App Proxy. |
| Networking resource | Provision the network for the Azure Active Directory App Proxy. |
| Application owners | Provide subject matter expertise on the application (o applications) that are in scope for integration. Will be the point of contact for planning, onboarding, testing, and remediation activities. |
| Application testers | Validate test cases. |

#### Microsoft

| Role | Responsibilities | |
| --- | --- | --- |
| Delivery manager | 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 Microsoft project delivery.  Take responsibility for issue and risk management, change management, project priorities, status communications, and status meetings.  Coordinate Microsoft and Microsoft subcontractor resources but not Customer resources. |
| Microsoft lead architect | Design the overall solution.  Provide guidance based on Microsoft-recommended practices. |
| Microsoft consultant | Lead workshop and produces document deliverables.  Provide technical support during Customer-led completion of preparation tasks.  Complete all in-scope implementation work. |

# Customer responsibilities and project 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, and access to funding if additional budget is needed to deliver project scope.
* Provide access to systems.
  + This includes access to all necessary Customer work locations, networks, systems, and applications (remote and onsite).
* Provide a work environment.
  + This consists of suitable work spaces, including desks, chairs, and Internet access.
  + Remote Access to enable remote work
* Manage non-Microsoft resources.
  + The Customer will assume responsibility for the management of all Customer personnel and vendors who are not managed by Microsoft.
* Manage external dependencies.
  + The Customer will facilitate any interactions with related projects or programs in order to manage external project dependencies.

## Project assumptions

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

* Work day:
  + The standard work day for the Microsoft project team is between 8 AM and 5 PM, Monday through Friday.
* Standard holidays:
  + Observance of consultants’ country-of-residence holidays is assumed and has been factored into the project timeline.
* **Remote working:**
  + **The Microsoft project team may perform Services remotely.**
  + **If the Microsoft project team is required to be present at the Customer location on a weekly basis, resources will typically be on site for three nights and four days, arriving on a Monday and leaving on a Thursday.**
* Language:
  + All project communications and documentation will be in English. Local language support and translations will be provided by the Customer.
* Staffing:
  + If necessary, Microsoft will make staffing changes. These can include, but are not limited to, the number of resources, individuals, and project roles.
* Informal knowledge transfer:
  + Customer staff members who work alongside Microsoft staff will be provided with information knowledge transfer throughout the project. No formal training materials will be developed or delivered as part of this informal knowledge transfer.