# 

Statement of Work

Azure Active Directory Implementation Services

Prepared for

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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

is interested in implementing features included in Azure AD Premium P1 such as MFA and conditional access, this project will assist with this task

# 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.

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

## Areas in scope

### General project scope

Microsoft will provide Services in support of the following scope.

| Area | Description | Assumptions |
| --- | --- | --- |
| Azure Active Directory MFA and Conditional Access | Configure Azure Multi-Factor Authentication (MFA) and Azure Active Directory conditional access in 1 Customer tenant to help secure Azure Active Directory–integrated applications and services, including Office 365. Microsoft will deliver the following to achieve this:  Configuration of Azure MFA to Customer specifications  Design and implementation of Azure Active Directory conditional access policies in the tenant  If the Customer is using AD FS for federated authentication to Azure Active Directory, AD FS issuance authorization rules will be configured to implement controls for legacy authentication.  Implementation and configuration of Azure Active Directory Identity Protection to Customer specifications and demonstrate it to the Customer if the Customer is licensed for Azure Active Directory Premium P2. | Only applications that are integrated with Azure Active Directory will be subjected to MFA or conditional access policy.  If Office 365 will be protected by the solution, the Customer has deployed an Office client that supports modern authentication (Microsoft Office 2013, Microsoft Office 2016, or Office 365).  If access is to be restricted to managed or compliant devices, Microsoft Intune will be used for mobile device management and hybrid Azure Active Directory join will be used for domain-joined computers. Implementation of these services is scoped separately. |

### 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 | Premium P1 | Start of the project |
| Modern Office client | 2013, 2016, or 365 | Start of the Enable phase |
|  |  |  |

### 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 |
| --- | --- | --- | --- |

### 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 the Customer has responsibility for testing, the Microsoft effort to support that activity is identified. 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.

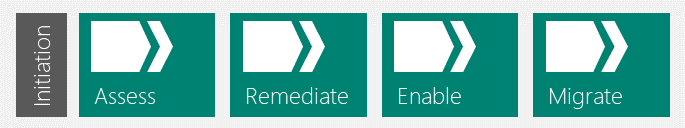
| Area | Description |
| --- | --- |
| Azure MFA server or third-party MFA providers | Deployment of the on-premises Azure MFA server is outside the scope of this project, as is integration with a third-party multi-factor authentication provider. |
| Product licenses and subscriptions | Product licenses (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. |

### 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 assessment and planning workshop to gather requirements and information about the current environment, provide education related to Azure MFA and Azure Active Directory conditional access capabilities, and facilitate Customer design decisions. * Design Azure Active Directory conditional access policies based on Customer requirements. |
| **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** | None |

#### 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. |
| **Customer activities** The activities to be performed by the Customer | * Procure the resources required for the project and complete all identified preparation tasks, including IdFix error remediation in the on-premises AD DS forest and user principal name changes, if necessary. * Complete all identified preparation tasks to facilitating implementation of the solution. * Prepare user communications. |
| **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 | Produce test cases that will be used to validate the implemented solution functions as designed.  Configure Azure MFA.  Implement the Azure Active Directory conditional access policies that were initially scoped for test user accounts.  Implement and configure Azure Active Directory Identity Protection.  Complete validation testing of the solution.  Apply the MFA and conditional access solution to users, this can optionally be performed through a phased rollout. Microsoft will disengage after 1 week of the phased rollout, after which the Customer will be responsible for completion.  Demonstrate Azure Active Directory Identity Protection for the Customer. |
| **Customer activities** The activities to be performed by the Customer | Manage all user communication related to the rollout of the MFA and conditional access solution.  If deploying the solution to users through a phased rollout more than 1 week in duration, complete the rollout to users after Microsoft disengages.  Participate in a demonstration of Azure Active Directory Identity Protection. |
| **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 MFA and conditional access | 4 days | 2 days | 9 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.

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 three 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.

### 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 |
| Delivery manager | Microsoft |

### Escalation path

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

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

## Project completion

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 organization

## Project roles and responsibilities

The key project roles and the responsibilities are as follows.

#### Customer

| Role | Responsibilities |
| --- | --- |

|  |  |
| --- | --- |
| Identity lead (or leads) | * Provide requirements for the MFA and conditional access solution and make design decisions. * Take responsibility for Azure Active Directory. * Take responsibility for the MFA and conditional access solution going forward. |
| Security lead (or leads) | * Provide security requirements for the solution. * Optionally, participate in solution validation testing. |
| User communication lead (or leads) | Take responsibility for user communications related to the MFA and conditional access solution. |

|  |  |
| --- | --- |
| Technical team lead | Provide the estimated project commitment: full time  Serve as primary technical point of contact.  Take ownership of technical architecture and code deliverables. |

#### 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.
* 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.