# 

Statement of Work

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 this contract and describes the work to be performed (Services) by Microsoft (“us,” “we”) for “” or “” (“Customer,” “you,” “your”) relating to (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

Microsoft Consulting Services (MCS) has been working with The on a project to build the (SGD) and different phases to add more functionalities since 2010. In 2013 MCS worked on rebuilding the infrastructure on a new SharePoint 2013 environment.

The It’s currently working with Microsoft on a project to analyze and update the customizations of the current system for an eventual SharePoint Online migration. Recently, lost the Document Management System Platform (SGD) functionalities and much of the data due to a problem with a ransomware (virus that infected servers and blocked access to all the content, including everything related to the SGD platform). This problem is forcing the migration to be done as soon as possible.

Microsoft Consulting Services (MCS) has been a key partner to The assisting on the creation and maintenance of the (SGD) for many years.

This statement of work (SOW) covers the SGD SharePoint Online (SPO) migration workstream as a continuation of the previous project that include the analysis and update of the current system customizations.

# Project objectives and scope

## Objectives

The objectives of this project are:

* Implement a new SharePoint Site collection on the SharePoint Online (SPO) environment for the Content Migration.
* Migrate the content already remedied in the previous project to the new SPO environment.
  + **Up to 2TB of data from SharePoint 2013**.
* Implement Documentation Management System (SGD) customizations (**Already remedied in the previous project**) in the new SPO environment.

## Areas in scope

### General project scope

Microsoft will provide Services in support of the following scope:

| Area | Description | Assumptions |
| --- | --- | --- |
| Prepare migration environment | Create, configure, and prepare the infrastructure required for the migration environment. | MS Azure's subscription will be provided and managed by . |
| Sample migration | Perform a sample migration to validate migration factory infrastructure and customer content. | * The latest version of Metalogix Content Matrix, which has been tested by Microsoft, as well as Metalogix Essentials, will be used to migrate content. Microsoft will procure both products. * No more than 100 GB of content will be migrated during the Enable phase as part of sample migration. * Sample migrations will not be subject to the formal acceptance process. |
| Migrate documents | Migrate the content specified in section 1.1 | Each migration wave will not have more than one incremental migration.  Growth is not considered as part of the total data to migrate.  Incremental migration is assumed to be up to 8% of the wave size and is expected to complete in no more than two days.  Performance:  Performance is based on 600GB per week.  If the performance of the migration falls for any of the following reasons, the additional effort must be addressed with a change control.   * Source content Unavailable * The destination is not available * The client's network has a problem or does not support the minimum performance |
| Post-migration support | A resource will be available for post-migration support for one week (5 working days) | The estimates account only for fixed-duration post-migration support and the availability of the Azure environment is assumed and required during the period. |

### Software products and technologies

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

| Product and technology item | Version | Ready by |
| --- | --- | --- |
| SharePoint Online | Online | Project Start Date |
| Metalogix Content Matrix (adquirido por Microsoft) | Latest Available | Project Start Date |
| Subscripción de Azure | Online | Project Start Date |

### Data migration

The following data migration is in scope for the project.

| Data source | Data volume | Migration mechanism | |
| --- | --- | --- | --- |
| SGD SharePoint 2013 | Up to 2 TB | Metalogix Content Matrix |

The responsibilities for performing data migration tasks are as follows.

The following tasks will occur for each migration wave.

| Task | Responsibility |
| --- | --- |
| Remediation of migration blockers | Customer |
| Archival and purge of low- or no-use sites | Customer |
| Back up content databases to hard drive and ship or upload to Azure | Customer |
| Migrate content into SharePoint Online | Microsoft |
| Place site collections into read-only mode (incremental migration) | Customer |
| Provide access to the source sites (incremental migration) | Customer |
| Migrate and validate incremental data from source SharePoint into the target SharePoint platform (incremental migration) | Microsoft |
| Site validation | Customer |

### Environments

The following environments will be required to deliver the project.

| Environment | Location | Responsibility | Ready by |
| --- | --- | --- | --- |
| Migration | Azure | Customer | Start of the project |
| Current Production | Customer | Customer | Start of the project |
| New production | SharePoint Online | Customer | Start of the project |
| Infrastructure for incremental migrations | Customer | Customer | Start of the project |

### 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 |
| Sample migration Tests | This consists of sample migration tests that will verify that the migration process is working properly and that the content is being updated with the agreed fidelity and expected performance. | Customer | Customer | Microsoft |
| Validation for valid on review (VOR) content | After 4 business days, migrated sites will be considered accepted unless otherwise reported previously. | Customer | Customer | Microsoft |

#### 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. |

**Notes:**

* If a site collection with open P1 and/or P2 issues is put in production at customer’s request, then the responsibility of remediation will be transferred to customer’s support after the migration wave is complete.
* Customer’s support may be assigned to P1 – P4 issues if it is determined the issues are non-migration related; i.e. account issue / desktop upgrade issues.
* Product-related issues must be addressed separately through Premier Support.

### Training

The transfer of informal knowledge will be provided throughout the entire project. Informal knowledge transfer is defined as the casual activities that occur when employees or contractors work together with the Microsoft team. These include whiteboard discussions, email threads, and teleconferences. Knowledge transfer activities are secondary in terms of completing the work products and maintaining project schedules.

Deliverables, work products, or summaries of meetings will not be provided for these sessions or activities. Formal training will not be performed as part of this SOW.

## 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 |
| --- | --- |
| Product licenses, subscriptions, and configuration | * 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. |
| System integration | System integration and interfaces are not in scope for this project. |
| Data Migration | Data-migration activities (outside the SharePoint Content) are not within the scope of this project. |
| Product bugs  and upgrades | Product upgrades, bugs, and design change requests for Microsoft products are not in scope for this project.  Any product related error must be worked through the customer’s support contract or any other product manufacturer support mechanism. |
| 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. |
| Remediation of content or applications | * Remediation of customizations, applications and/or content is not included. |
| General | * End-user communications, documentation, and training * Analysis of customer networks, network configuration, bandwidth validation, testing, and monitoring * Technical change management approval process and supporting documentation * Overall program and project management of scope and resources other than Microsoft * Producing customer-specific reports, presentations, or meeting minutes * Help desk, architectural, and technical documentation specific to the customer |
| Setup and configuration | * Configuration, packaging, and distribution of client software required for Office 365 service * Rationalization and definition of group policies for user, workstation, and server management * Modification of current operational model and operation guide * Configuration of any authentication, directory synchronization, or user profile * Integration with any identity federation services * Decommissioning and removal of on-premises environments * Installation of service packs and any required updates on infrastructure servers * Configuring of services applications such as search, business connectivity services, Microsoft Excel, or InfoPath * Any hardware, software setup, design, procurement, installation, and configuration of any on-premises environment or networking other than within the scope documented in Section 1.2.4 |
| Integration | * Integration with any social (such as Microsoft Yammer) or personal sites setup or integration * Integration with third-party systems, identity, search federation service, or social or personal sites service * Any Microsoft OneDrive for Business migrations |
| Testing | * Threat modeling, security penetration testing, performance testing, functional testing, or UI testing * Construction and maintenance of customer test environment |
| Content cleanup and restructuring | * Content cleanup or archiving * Restructuring of the sites (other than SGD) should be handled by the customer’s team * Any changes to the existing information architecture |
| Office 365 (multi-tenant) | * Modifications to the Office 365 service beyond the configurable options * Upgrade of server-side customizations * Upgrade of existing SharePoint Designer workflows |
| Remediation activities | Microsoft facilitation or completion of remediation activities, beyond the allocated hours |
| Artifacts not included in the scope | * Non-specified site content migration in section 1.1 * Migration of My sites, One Drive, personal sites. * Migration, updating, optimization, or redesign of server customizations or solutions. * Individual items will not be selected or filtered for migration. Any content cleanup has to be done by the customer at the source of the data. * Development, remediation, or fixes to master page customizations, stylesheets, and other artifacts. * The following scenarios:   + Flow history   + Version history   + Site streams   + InfoPath forms of servers and variations   + Customizations   + March   + Web Sites * Types of files that are disabled in SharePoint Online. * Documents, folders, and files that have URL size greater than 260 characters. * URL correction and links within documents or JavaScript. * The following properties:   + Regional properties   + Libraries versions   + Enterprise Metadata and keywords |

# Project approach, timeline, and deliverable acceptance

## Approach

The project will be structured following the Microsoft solution delivery methodology across four distinct phases: Enable, Migrate, and Support. 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.

### Enable

The project's enabling phase consists of creating the migration environment, proving that the environment is working as expected, conducting test migrations, and planning the migration agenda.

| Category | Description | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | * Validate that all the problems and remediations identified were addressed before this project/phase. * Develop a work plan. * Preparing the Migration environment * Migration planning and the migration agenda with the client. * Perform test migration to validate test scenarios * Review problems and resolutions with the customer * Carry out planning and create the migration agenda. * Validate that users can authenticate in the SPO environment and that the content can be migrated to the new environment. * The total data will be reviewed to validate the differences from the time it was initially estimated. |
| **Customer activities** The activities to be performed by the customer | * Review the artifacts shared by the Microsoft team and provide feedback. * To provide access to systems and applications, to system experts (SME), and to users in general, in order to derive the understanding of the requirements. * To facilitate and organize the client's team for answering questions. * Provide review of scope and estimated times. * Review the work plan * Solve identified problems * Provide administrative access to the Microsoft team in the tenant. |
| **Key assumptions** | * Customer will provide data for test migrations * Any changes will be handled with a formal change control. * If there are problems identified and are not cared for by the customer, the impact of any additional effort will be attended by a formal change control. * All users will have the necessary licenses and accounts in the Tenant. * The customer has validated any required regulations. |

#### Deliverables

| Name | Description | Is acceptance needed? | Responsible |
| --- | --- | --- | --- |
| Migration plan | Project Schedule | No | Microsoft |
| Account mapping file | Document with the source System account mapping with the target system | No |  |

### Migrate

Migration phase consists of migrating sites and assisting in resolving defects discovered during validation with site owners.

| Category | Description | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | * Conduct pilots and speed migrations in waves including:   + Migration pilot up to 250 GB of content   + Migration waves up to two weeks for up to 600 GB of content.   + Review migration results   + Assist in validating the content * Directing the migration process * Solve the problems identified as P1 and P2 as reported by the client. |
| **Customer activities** The activities to be performed by the customer | * Assist the Microsoft team in completing migration activities by coordinating SharePoint Online content validation testing. * Coordination with the Microsoft Migration Team, including finalizing the migration schedule. * Review source site notification banner messages to be pushed out at each stage. * Lock down managed metadata modifications. * Create end-user communications, documentation, training, and change management. * Validate the SharePoint Online content for each wave; this testing is considered acceptance testing. * Within 4 business days of the migration status changing to “Pending validation,” content owners will validate the migration and report any missing in-scope data that need to be migrated. * Content owners for team sites to conduct testing on, and to log defects about content during the SharePoint Online content validation period. * Validate that all users who must retain access for migrated content are active in the SharePoint Online target environment 2 weeks prior to the start of content migration. Users who are not available in the tenant prior to this phase might lose permissions or lose metadata on content and, consequently, might need to be reauthorized manually after the migration for certain sites or documents. |
| **Key assumptions** | * Any tenant configuration activity has already been made by the client. * There's no personal site migration. * Remediations are limited to up to two days after the content validation period. * Any content that requires formal validation will be validated within up to 4 business days. * Sites that do not require formal approval will be automatically approved once they are migrated. * Each migrated site will have a technical owner and the content. * The master pages will be remedied by the client. * Custom templates will be paired to box templates. |

The process of valid upon receiving (VOR) is illustrated in the following table:

| Task | VOR |
| --- | --- |
| Standard automated content validation (through “compare jobs”) | 🗸 |
| Manual Customer review of content | 🗸 |
| Automatic approval of content by the customer after migration | X |
| Acceptance test and sign off on migrated content | 🗸 |
| Remediate acceptance testing issues | 🗸 |
| Environment access exclusive to Microsoft until handover of the sites | 🗸 |

#### Deliverables

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Description | Acceptance required? | Responsibility |
| Migrated sites | Migrated sites in customer SharePoint Online tenant environment | Yes | Microsoft |
| Site mapping file for each migration wave | Clearly explains the matching information between the source site and the destination site | No | Customer |
| Updated user mapping files | Clearly explains account matching information between source users and Target users | No | Customer |

### Closeout

During the Closeout phase, the migration team will assist with remediation of content migration issues and deprovisioning of migration environment(s).

|  | | |
| --- | --- | --- |
| Category | Description | |
| **Microsoft activities** The activities to be performed by Microsoft | * Support customer in triaging the bugs and fixing bugs agreed upon, post migration. * Assist customer with deprovisioning of migration accounts. * Deprovisioning of migration environments. |
| **Customer activities** The activities to be performed by the customer | * Test migrated sites, log defects and report defects to the Microsoft Team and provide steps performed in discovering the defect. * Execute end-user communications as appropriate. * Test the fix and communicate the status to Microsoft team * Validate that staff members are available to verify the fixes. |
| **Key assumptions** | Content support will focus only on issues that are specific to the content being migrated. |

## Timeline

During project planning of the project, a detailed project 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 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 |
| Project manager | Customer and Microsoft |
| Project resources | Customer and 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

## 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 |
| --- | --- |
| Executive Sponsor | * Provide the estimated project commitment: part time * Makes key project decisions, serves as an escalation point for unresolved issues, and clears project roadblocks * Acts as the overall escalation point for change and issue management * Acts as the advocate for user and internal communications |
| Project Manager | * Provide the estimated project commitment: part time * Partners with the Microsoft project manager to successfully plan and implement project delivery * Functions as the primary point of contact for the customer team for each assigned workstream * Is responsible for managing and coordinating the customer team in delivering the project * Is responsible for customer team resource allocation, risk management, project priorities, and communication to management * Manages customer team day-to-day project activities * Manages the customer team project risk and issues register * Coordinates the customer team activities to deliver deliverables according to the project schedule * Creates user communications plan * Organizes training |
| Technical team coordinator | * Provide the estimated commitment to the project: part-time * Be the main technical point of contact. * Take possession of the technical architecture and the deliverable of code. |
| Business analyst leader | * Provide the estimated commitment to the project: part-time * Be the main functional point of contact for the team that is responsible for the functional business analysis. |

#### Microsoft

| Role | Responsibilities | |
| --- | --- | --- |
| Executive Sponsor | * Acts as the Microsoft customer advocate * Might not be directly engaged with the project, but is the internal customer conduit for overall Microsoft engagement |
| Project Manager | * Partners with the customer Project Manager to plan and implement project delivery * Primary customer point of contact for overall satisfaction and concerns related to Microsoft services * Acts as single point of contact for billing issues, personnel matters, contract extensions, and project status provided by Microsoft Services * Initiates and facilitates the project kickoff * Manages day-to-day project delivery * Directs Microsoft team members to complete assigned tasks * Gathers and assembles all project deliverables * Gathers and assembles all project management plans, project status reports, and project performance reports * Is responsible for managing and coordinating the Microsoft activities within the overall plan * Manages day-to-day Microsoft activities in the project * Coordinates the activities of the Microsoft team to facilitate deliverables according to the project schedule * Is responsible for Microsoft resource management, risk management, project priorities, and communication to executive management * Facilitates project reviews * Is responsible for Microsoft resource allocation * Facilitates project governance activities and provides advice and guidance on project direction and scope * Responsible for stakeholder communication issue resolution and escalation |
| Project Architect | * Design the migration * Verifies that Microsoft recommended practices are followed * Architectural/technical oversight, guidance, and review |
| Lead Migration Consultant | * Execute activities described in the SOW * Implements migration setup activities * Assists in planning the migration, creating job design patterns, and triaging content remediations |
| Offsite migration team | * Responsible for running the migration environment and remediating specific issues identified by users |

# Customer responsibilities and project assumptions

## Customer responsibilities

In addition to the 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, and participation by, 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, data, networks, systems, and applications (remote and onsite).
  + This includes help configuring hardware or software that is necessary for the construction of environments listed in Section 1.2.4.
  + This includes adherence to the specified hardware, network, and software requirements outlined in the service descriptions.
* Provide a work environment.
  + This consists of suitable workspaces, 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:

* 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.
* Remote working:
  + The Microsoft project team may perform services remotely from a US location.
  + 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 Mondays and leaving on a Thursday.
* Language:
  + All project communications and documentation will be in Spanish or in English.
* Staffing:
  + If necessary, Microsoft will make staffing changes. These can include, but are not limited to, the number of resources, individuals, and project roles.
  + Appropriate government visas will be procured for resources to travel, as appropriate, to support and deliver this engagement.
* 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.