# 

Statement of Work

Teams Adoption Feasibility Study

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-VTRL3URVW** and describes the work to be performed (Services) by Microsoft (“us,” “we”) for (“Customer,” “you,” “your”) relating to Teams Adoption Feasibility study.

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

This SOW describes the activities for conducting a feasibility study to evaluate the remediation activities and to draw the architecture within IntesaSanPaolo environment to support the adoption of Teams for 25.000 users belonging to Intesa’s Headquarter (aka “Sedi Centrali”) and does not include the purchase or activation of the Office 365 service, which must be purchased by the Customer through a separate order. Prior to signing the Work Order that references this SOW, the Customer will have had an opportunity to review the latest Office 365 Service Descriptions. Microsoft strongly recommends that the Customer review those Service Descriptions with relevant internal stakeholders. The Customer acknowledges that the Service Descriptions meet or exceed the Customer’s minimum requirements for the selected Services.

# Project objectives and scope

## Objectives

The objectives of this study are to provide architectural design overview for the implementation of Teams at IntesaSanPaolo (limited to 25.000 users) leveraging two coexistence methods, Teams Only and Teams Collaboration with Meetings.

The project will include the following components:

| ID | Component name |
| --- | --- |
| TMS-01 | Microsoft “Teams Only” and “Teams Collaboration and Meetings” adoption feasibility study |

## Areas in scope

### General project scope

The Teams adoption feasibility study components and scope are specified in the following table. All activities are to be completed in or between a single on-premises environment and a single Office 365 tenant unless otherwise specified.

| Component (ID) | Description | Assumptions |
| --- | --- | --- |
| TMS-01 | Feasibility study for Teams adoption in “Teams Only” coexistence mode. | Outcome of the study will b summarized in a Word document. |
| TMS-02 | Feasibility study for Teams adoption in “Teams Collaboration and Meetings” coexistence mode. | Outcome of the study will be summarized in a Word document. |

### Environments

The following environments will be required to deliver the project.

| Environment | Location | Responsibility | Ready by |
| --- | --- | --- | --- |
| On Premises Production | Customer | Customer | Project start |
| Office 365 Tenant | Cloud | Customer | Project Start |

## Areas out of scope

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

# Project components

The following subsections describe the activities for in-scope study components.

#### Microsoft “Teams Only” and “Teams Collaboration and Meetings” adoption feasibility study document (TMS-01)

| **Category** | **Description** | |
| --- | --- | --- |
| **Microsoft activities** The activities to be performed by Microsoft | **Assess phase**   * Conduct the assessment to gather requirements, information about the current environment, and Customer design decisions: * Teams foundation * Teams extensibility * Teams adoption introduction * Teams network readiness   + Teams security and compliance   + Teams and Skype audio/video interoperability   + Meeting rooms and devices   + Skype for Business–to–Microsoft Teams upgrade planning   + Gather and review existing usage data for the network, conferencing, and telephony.   + Analyze data and identify usage patterns. |
| **Customer activities** The activities to be performed by the Customer | **Assess phase**   * Participate in the assessment, communicate requirements, provide current environmental information, and make design decisions. * Appropriate SMEs and business decision makers should participate in the assessment, communicate requirements, provide current environmental information, and make design decisions. |
| **Key assumptions** | * Identity, for accounts that will be enabled, has already been synchronized and is production ready. Licenses have been already provisioned and assigned to users. * The Customer has the necessary documentation available and will provide a comprehensive overview of the existing Skype for Business platform, including application integration, meeting rooms, devices, and Enterprise Voice setup. |
| **Project outcomes** Content for this project component will be included in the outcome | * A document that details assessment findings and associated recommendations for the Customer * A blueprint architecture design document that will highlight the proposed architecture for Teams/Skype interoperability * List of remediation actions and open points * List of activity in charge to a partner for voice integration |

## Timeline

During project planning, a timeline with major tasks and activities will be developed. All dates and durations are relative to the project start date and are estimates only.

## 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, 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 dute 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

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

# Project organization

## Project roles and responsibilities

The key project roles and the responsibilities are as follows.

#### Customer

| Role | Component ID(s) | Responsibilities |
| --- | --- | --- |
| Project sponsor | All | Make key project decisions.  Serve as a point of escalation to support clearing project roadblocks. |
| Project Manager | All | 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. |
| Client Infrastructure Lead | All | * Participate in workshop discussions and drive activities that address client configuration for online service consumption. * Help the Microsoft team complete the client infrastructure implementation activities. |
| Communications and Training Lead | All | * Take responsibility for Customer communications related to the project. * Identify and plan for Customer training requirements related to the project. |
| Microsoft Teams Lead | TMS-01 | Participate in workshop discussions and take responsibility for Customer decisions and activities related to Microsoft Teams enablement. |
| Network Lead | TPC-01 | Provide information about current network structures and datacenters.  Participate in workshop discussions and take responsibility for network-related activities, including network bandwidth requirements, network performance testing, and required updates to DNS or Dynamic Host Configuration Protocols, firewalls, and IP addresses. |
| NET-01 | * Complete the questionnaire for Network Readiness. * Build test workstations. * Install prerequisites. * Update proxies or firewalls. * Support data collection by the Microsoft consultant. * Attend meetings and workshops. |
| TMS-01 | * Complete the questionnaire for Network Readiness. |
| Operations Lead | All | Provide daily support that is related to ongoing system management and recovery.  Take responsibility for creating policies and operational models for the new architecture.  Create operational guides for the new environment. |

#### Microsoft

| Role | Component ID(s) | Responsibilities |
| --- | --- | --- |
| Microsoft Delivery Manager | All | Manage and coordinate the overall Microsoft project.  Serve as a single point of contact for escalations, billing issues, personnel matters, and contract extensions.  Facilitate project governance activities and lead the executive steering committee. |
| Microsoft Project Manager | All | 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 | All | Design the overall solution.  Provide guidance based on Microsoft-recommended practices. |
| Microsoft Consultant (or Consultants) | All | Deliver assessment and planning workshops  Produce project deliverables  Provide technical assistance during the completion of Customer preparation tasks  Act as primary technical subject matter expert from Microsoft during the project  Complete in-scope implementation and migration activities |

# 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 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 will perform Services remotely.
* 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.