Statement of Work



DW SharePoint Enablement and Governance

Prepared for

Customer

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# Introduction

This Statement of Work (SOW) and any exhibits, appendices, schedules, and attachments to it are made pursuant to Work Order No. USWEST-DM15106388, dated February 25, 2016, the terms of which are incorporated herein by reference, by and between Customer International, Inc. (“customer,” “you,” “your”) and Microsoft Corporation (“Microsoft,” “us,” “we,” “our”) or Microsoft’s affiliate, and sets forth the services to be performed by us related to the DW SharePoint Enablement and Governance (“project”). This SOW, together with the Work Order, represents the complete baseline for scope, services, Service Deliverables, and acceptance applicable to this project. All changes to this document will be managed in accordance with the Change Management Process defined below. Any terms not otherwise defined herein will assume the meanings set forth in the Work Order.

This SOW and the associated Work Order expire 30 days after their publication date, unless they have been formally extended in writing by Microsoft.

1. Project objectives
   1. Objectives

This statement of work encompasses the first phase in a multi-phased approach to deliver a new personalized intranet portal for Customer employees. This first phase known as the “Enablement Phase” will focus on building out the foundational pieces in SharePoint Online required to deliver the personalized custom experience envisioned for it’s users, while also implementing the proper SharePoint Governance to ensure proper policy and operational guidelines are in place.

1. Project Scope

The scope of this project is to provide Customer with the SharePoint Online Governance Planning and Online Service Enablement Assistance to prepare the SharePoint Online environment for the buildout of the DW customization components. The Enablement will also configure any services and policy enforcement needed to implement the Governance policies and procedures defined in the Governance Planning workshops.

In addition, Microsoft will provide a project manager to begin managing the overall program.

* 1. Governance In-Scope

Microsoft’s **Productivity Governance and Compliance Offer** is a four-week engagement that is delivered on site with the customer to develop specific, prescriptive governance guidance for the customer’s intended use of Microsoft Office 365 and for Customer mostly specific to SharePoint Online. It is intended to:

* Cover traditional governance topics that are oriented to the current online version of Office 365.
* Produce governance directives that the customer can use to control, administer, and manage Office 365 and SharePoint Online according to their specifications.

| Scope item | Count | Description |
| --- | --- | --- |
| Kickoff | **One workshop** | Review of pre-work, a project kickoff meeting, Productivity Governance overview, and a review of the customer’s high-level requirements for the platform. |
| Technical directives | **30 topic modules** | Review of in-scope technical governance topics and development of directives that can be implemented as either administrative controls or through policy. Topic area groupings include information architecture, security and compliance, and information and application management. |
| Operational directives | **Five topic modules** | Review of meta management functions and production of directives that relate to traditional governance topics, including Integrated Infrastructure Management, service management and support, monitoring and reporting, training and adoption, and roles and responsibilities. |
| Report out | **Two Deliverables** | Translate directives that are developed during the engagement into formal policies as needed. Reformat engagement materials into a formal governance plan document in Microsoft Word and a Microsoft PowerPoint presentation that is presented to the project’s stakeholders. |

* 1. SharePoint Online Enablement In-Scope

During the 8-week SharePoint Online Enablement work stream, Microsoft will work closely with SharePoint SMEs from Customer to configure Customer’s production SharePoint Online tenant to activate the desired features and functionality to meet the Enablement objectives listed below.

The SharePoint Online Enablement work for this project consists of these objectives:

1. **Governance** - Enable features and functionality in SharePoint Online to implement security and policy procedures defined in the SharePoint Governance Planning work stream (section 2.1 above).

2. **DW Foundation** - Configure the SharePoint Online environment to deliver the functional foundation that will be used to build DW customizations in future phases. This includes foundational work for the DW custom tiles work, custom Mega Menu, and potential future Action Hub work.

3. **User Requirements** - Enable features and functionality in SharePoint Online to meet the requirements from the Customer Digital Workplace (DWP) Functional Requirement Document and Style Guide, which have been refined to the Enablement work stream User Stories in Appendix section 6.1 of this document.

Categories of Enablement activities may include:

Authentication, Security, & Permissions Management

Content Publishing (Creation & Tagging)

Information Architecture

Managed Metadata

Navigation

O365 Tenant Administration of SharePoint Online

Page Layouts

Retention Policy and Archival

Search Configuration

SharePoint DLP

SharePoint eDiscovery

SharePoint Online Reporting and Analytics

Site Provisioning and Site Templates

Social Integration including Yammer

UX/UI Integration (high level)

Video Integration

Web Parts (Stock Ticker, Help/Feedback)

| Scope item | Count | Description |
| --- | --- | --- |
| Kickoff | **Up to 4 workshops** | At the start of the Enablement work stream, up to 4 4-hour workshops will be needed to define the priority of Enablement tasks, required customer SMEs needed for Enablement activities (i.e. Security approvals) and review prioritization of requirements prior to implementation. |
| Service Enablement | **Continuous throughout 8-week duration** | Working with Customer SharePoint and Security SMEs to Enable SharePoint Online features and functionality to meet the in-scope objectives. |
| Report out | **Two Deliverables** | **Enablement Plan Document** – During the Enablement workshops a plan will be created by Microsoft along with Customer assistance detailing the features and functionality in SharePoint Online that will be enabled. This completed Plan will reviewed in a document review meeting and will need formal approval from Customer before actual enablement begins.  **Enablement Activity Log** - Document the Enablement activities completed during the 8-week duration. Also, document and obtain Customer approval on a resolution path for any outstanding issues. Report out to the customer at the completion of the work stream. |

* 1. Project Management In-Scope

Microsoft will provide a project manager to begin managing the overall program. The overall program includes the scope contained in this Statement of Work and other Statement(s) of Work listed in Change Request – 02. These activities will be conducted in parallel to the governance and enablement activities.

The activities the project manager will perform includes:

* Building a resource plan for the program (for both Microsoft and dependent Customer resources)
* Building and tracking a project schedule for the program
* Communicating project status to Customer and Microsoft team members
* Tracking key deliverables
* Co-develop planning workshops and related detailed agenda and logistics
* Conduct program planning workshops that will produce an overall MS/Customer integrated schedule for the entire program, jointly agreed MOS, development methodology and joint tools.
  1. Training and knowledge transfer

Training during this engagement is limited to informal knowledge transfer—defined as customer employees, associates, or contractors working side by side with Microsoft Services personnel—and can include activities such as:

* Whiteboard discussions.
* Email threads.
* Conference calls.
* Facilitated meetings on technical topics.
* Post completion knowledge transfer session with Q&A

Knowledge transfer activities are secondary to completing deliverables and maintaining project schedules. No formal deliverables or meeting summaries will be provided for these sessions or activities.

* 1. Areas out of scope

Any area that is not explicitly listed as in-scope is out of scope for this engagement. The areas that are out of scope for this engagement include, but are not limited to, the following:

Modifications to the Office 365 Service beyond the configurable options.

Management of end-user and organizational communications, documentation, training, and change management processes.

Help-desk documentation and training.

Pre-work that is required at the customer site.

Architectural and technical documentation that is specific to the customer, except as explicitly defined as in scope.

* Cloud strategy: developing the customer’s cloud strategy and road map. Review of existing cloud strategy during the Kickoff phase is permissible.
* Detailed site and Solution design: creating detailed designs for the configuration and setup of the Office 365 environment.
* Detailed training design and delivery is not included with the training and adoption module.
* Detailed reporting and monitoring system design is not included with the reporting and monitoring module.
* Inclusion of Microsoft Exchange Online, Skype for Business Online, OneDrive for Business, or Project Online.

Design, procurement, installation, and configuration of hardware and networking.

Procurement, installation, and configuration of software, except as explicitly defined as in scope.

Configuration, packaging, and distribution of client software that is required for the Office 365 service.

Management, configuration, and activation of mobile devices.

Management, configuration, and activation of identity or authorization mechanisms.

Applying security policies on mobile devices.

Implementation of network configuration, analysis, bandwidth validation, testing, and monitoring.

The technical change management approval process and production of supporting documentation.

Rationalization and definition of group policies for user, workstation, and server management.

Modification of a current operational model and operation guide.

Cobranding of Office 365 user interfaces.

Decommissioning and removal of on-premises environments (such as messaging and collaboration).

Construction and maintenance of the customer test environment, except as explicitly defined as in scope.

Installation of service packs and any required updates on infrastructure servers.

Enablement of services, features, or functionality on non-production O365 tenants.

Design, installation, or configuration of any non-Microsoft products or tools.

Creation of custom applications, scripts, or code

Design or implementation of any Proof of Concept (PoC) environments of functionality.

Service design or governance at the O365 tenant level.

Pricing or procurement of licenses for any products or services, Microsoft or 3rd party.

Design or implementation of Authentication solutions such as ADFS or Ping Federate.

Design or modification of Directory Services including Active Directory or PeopleSoft.

Design or implementation of any data migrations

Detailed design or implementation of networking including Virtual Networking, Firewall changes, Perimeter Network setup, Reverse Proxies, or any other form of networking.

Development or execution of an End User Communication Plan

1. Project approach, timeline, and service deliverables
   1. Project Approach
      1. Governance Approach

| Project Kickoff phase – one and a half days | |
| --- | --- |
| Microsoft activities | * Hold initial meeting with customer leadership team to review scope, stakeholder participation, and kickoff meeting details. * Coordinate and facilitate a subject matter expert (SME) kickoff meeting with the project sponsor, technical leads, and key business and technical stakeholders. * Review and validate the high-level requirements and intended use of Office 365. * Review of in-scope modules to be covered. * Discuss any adjustments that are needed to the schedule. |
| Customer responsibilities | * During the kickoff meeting, discussion will include assignment of responsible customer stakeholders, review of high-level requirements, and an in-scope module overview. * Provide meeting rooms for full-time employee sessions and coordinate schedules. |

| Technical directives phase – 12.5 days | | |
| --- | --- | --- |
| Microsoft activities | * Coordinate and deliver two-to-four hour workshops, specific to each module area. * Work with the customer to develop directives for each module that is covered. * Roll up module output into the Governance Configuration Specification rollup. | |
| Customer responsibilities | * Allocate relevant SMEs to each scheduled workshop. * Participate in discussions and directive development. * Provide background material as necessary to facilitate discussion and directive development. | |
| Service deliverables | * Worked module directives—for each module that is covered, workbook content with key questions, references, considerations, and the identified directives will be provided. * Governance Configuration rollup—the defined directives will be summarized within the Governance Configuration Specification. | Accept?  N  N |

| Operational directives phase – two and a half days | | |
| --- | --- | --- |
| Microsoft activities | * Coordinate and deliver two-to-four hour workshops, specific to each module area. * Work with the customer to develop directives for each module that is covered. | |
| Customer responsibilities | * Allocate relevant SMEs to each scheduled workshop. * Participate in discussions and directive development. * Provide background material as necessary to facilitate discussion and directive development. | |
| Service deliverables | * Worked module directives—for each module that is covered, the workbook content with key questions, references, considerations, and the identified directives will be provided. | Accept?  N |

| Report out phase – 3.5 days | | |
| --- | --- | --- |
| Microsoft activities | * Production and packaging of the engagement workbook * Rollup of selected directives into policy tables * Production of the customer’s Productivity Governance plan * Creation of the Governance customer presentation | |
| Customer responsibilities | * Participation in the final presentation * Review deliverables | |
| Service deliverables | * Governance presentation—a summary of the Governance engagement, directives, deliverables, and recommendations * Governance plan—rollup of engagement materials and output into a governance plan | Accept?  Y  Y |

**Notes:**

* Service deliverables that are marked with a “Y” under “Accept?” require formal review and acceptance, following the process that appears in Section 3.3.2. All other service deliverables are provided as is; no review or acceptance is required.
* Any dates and durations that are provided are estimates only.
  + 1. Enablement Approach

| Enablement Kickoff phase – 3 days | |
| --- | --- |
| Microsoft activities | * Hold up to Four 4-hour workshops to define:   + Governance Policies and Procedures that require service enablement in SPO.   + DW foundation components that require configuration within SPO.   + Review functional and non-functional requirements to define all SPO features and functionality that requires enablement or configuration to meet the requirement for this phase. * Creation of an Enablement Plan document to detail the agreed upon features and functionality that will be enabled or configured. * With guidance from Customer, prioritize all enablement activities and define timeline and demonstration checkpoints to be done during the 8-week duration. |
| Customer responsibilities | * Provide meeting rooms for full-time employee sessions and coordinate schedules. * Provide SharePoint and Security SMEs to assist in workshop discussions and enablement activity planning. * Review completed Enablement Plan and provide feedback in a timely manner. When all Customer feedback is successfully incorporated, Customer will provide timely formal approval of the deliverable. Delays in formal approval of the finalized deliverable may cause delays in the project and require a Change Request. |

| Enablement Implementation phase – 32 days | |
| --- | --- |
| Microsoft activities | * + Enable and test SharePoint functionality within a single Customer O365 tenant per the feature categories defined during the phase kickoff. A list of sample categories is listed in section 2.2 of this document.   + As each feature or function is activated, it will be tested and documented. Any issues that arise during enablement will be triaged as they are found. If specific issues require more in-depth troubleshooting or support the customer may be required to open a Premier support case and MCS will assist with the support where possible.   + A re-prioritization of feature enablement can happen throughout this 8-week phase and new features can be added in an on-going basis with the assumption that this phase is limited to 8-weeks in overall duration, and the addition of new features may cause lower priority features to be pushed to a future phase.   + At checkpoints throughout this phase, Customer may ask Microsoft to demonstrate enabled functionality within the SharePoint Online environment to validate progress towards defined goals for the phase. |
| Customer responsibilities | * Provide meeting rooms for full-time employee sessions and coordinate schedules. * Provide Microsoft adequate access to the Customer SharePoint Online environment so enablement activities can be completed. * Provide SharePoint and Security SMEs to assist with enablement activities and direction as needed. * Most of the functionality checkpoints should be planned at the beginning of this phase, however if additional checkpoints are needed, Customer must provide Microsoft at least 3 business days of notice of additional functionality checkpoint demonstrations, to ensure functionality is left complete and other enablement activities do not impede on the desired demonstration. |

| Report out phase – 5 days | | |
| --- | --- | --- |
| Microsoft activities | * Production and packaging of the engagement workbook * Rollup of Enablement phase activities and outstanding issues * Creation of the final customer presentation | |
| Customer responsibilities | * Participation in the final presentation * Review final deliverables | |
| Service deliverables | * Final presentation—a summary of the overall engagement, directives, deliverables, and recommendations * Engagement workbook—engagement materials will be edited and distributed * Enablement Plan Document – Details of planned features and functionality for Enablement * Enablement Activity Log - Summary of completed enablement activities, also note any open issues that require additional support. | Accept?  N  N Y  Y |

* 1. Timeline

It is estimated that this engagement will be performed according to the timeline depicted below and will include the phases and milestones noted. The actual timeline for this engagement will be relative to the project start date, and all dates and durations provided are estimates only.

**Overall duration: 12 Weeks**

Governance Phase (Planning): 4 Weeks

Enablement Phase (Deploy): 8 Weeks

Figure 1: Overall Timeline



Note: The Governance work stream must be completed prior to the start of the Enablement work, seeing the Enablement work is the implementation of the output from the Governance planning work.

* 1. Key service deliverables and acceptance process
     1. Key project service deliverables

The following is a list of the key project service deliverables that will be produced within the scope of this SOW and which must be formally reviewed and accepted under the process described in Section 2.3.2.

| Project phase | Service deliverable name | Service deliverable description | Acceptance criteria |
| --- | --- | --- | --- |
| Governance | SharePoint Governance plan | A Microsoft Word document that contains the defined policies and procedures used to govern the SharePoint Online environment. Also, a PowerPoint presentation will be used to summarize the findings during the Governance Planning. | The completed Governance Plan has been delivered to the customer and formal signoff has been received. |
| Governance | Governance Presentation | A PowerPoint presentation highlighting the key decisions made during the Governance workshops and covering next steps for policy education and enforcement | Presentation given to customer at the end of the Governance work stream and formal signoff has been received. |
| Enablement | Enablement Plan Document | A document detailing the features and functionality that during the Enablement workshops were decided to be in-scope for the Enablement implementation. | Completed document delivered to customer and formal signoff received from customer. |
| Enablement | Enablement Activity Log | A document describing all features and functionality that were activated or created during the Enablement Phase. This will also list any outstanding issues that may need to be addressed and a plan to resolution for those issues. | The completed Enablement Activity Log document is delivered to the customer at the end of the engagement and formal signoff is received. |

Note: No service deliverables are associated with assistance, discussions, advice, guidance, or project status reporting.

* + 1. Service deliverable acceptance process

At specified milestones throughout the project, Microsoft will submit completed project service deliverables for the customer’s review and approval.

The customer’s use or partial use of a service deliverable will constitute acceptance of that service deliverable. The customer may provide its acceptance or rejection of deliverables electronically through email.

Within five business days from the date of submittal, the customer must either:

Accept the service deliverable signing, dating, and returning the Service Deliverable Acceptance Form

OR

Provide a written notice rejecting the service deliverable, including a single and complete list describing every reason for rejection.

The following assumptions also apply:

* Service deliverables shall be deemed accepted unless the customer provides a timely, written rejection notice as described previously.
* Microsoft will correct problems with a service deliverable that are identified in the written rejection notice, as described above, and within the scope of this SOW, after which the Service Deliverable will be deemed accepted.
* Issues that are outside the scope of this SOW and feedback provided after a service deliverable has been deemed accepted will be addressed as a potential change of scope pursuant to the Change Management process outlined in this SOW.
  1. Project governance approach
     1. Project management

The project scope in this Statement of Work will be managed by a part-time project manager by using the defined hours as noted in the change order. Additional hours have been added to begin managing the other Statement(s) of Work defined in Change Request – 02. Typically, this is a remote role with mutually agreed-upon visits to the customer site. Prior to the start of the engagement, a mutually agreed-upon coverage plan or meeting schedule will be documented in writing.

The customer project manager is responsible for management of the overall program and customer resources.

Microsoft will provide project management for the duration defined in Change Request - 02. Changes to this duration will be handled by the change management process defined above.

* + 1. Issue and risk management procedure

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 events that impact the project).
* Analyze and prioritize: Assess the impact and determine the highest priority risks and issues that will be managed actively.
* Plan and schedule: Decide how high-priority risks are to be managed and assign responsibility for risk management and issue resolution.
* Track and report: Monitor and report the status of risks and issues and communicate issue resolutions.
* Control: Review the effectiveness of the risk and issue management actions.

Active issues and risks will be monitored and reassessed on a weekly basis. Mutually agreed upon issue and risk management processes will be defined at the outset of the project.

* + 1. Change management process

During the project, either party may request, in writing, additions, deletions, or modifications to the services described in this SOW (“change request”).

For all change requests, regardless of origin, Microsoft shall submit to the customer the Microsoft’s standard Change Request Form, which shall describe the proposed change(s) to the project, including the impact of the change(s) on the project scope, schedule, fees, and expenses.

For all change requests which the customer originates, Microsoft shall have a minimum of three (3) business days from receipt of the change request to research and document the proposed change, and prepare the change request form.

Customer shall have three (3) business days from your receipt of a completed change request form to accept the proposed changes by signing and returning the Change Request Form. If the customer does not sign and return the Change Request Form within the time period prescribed above, the change request will be deemed rejected and Microsoft will not perform the proposed changes.

No change to this project shall be made unless it is requested and accepted in accordance with the process described in this section. Microsoft shall have no obligation to perform or commence work in connection with any proposed change until a Change Request Form is approved and signed by the designated Project Managers from both parties.

* + 1. Escalation process

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 in Sections 2.4.2 and 0. The standard escalation process for review and approval or dispute resolution is as follows:

#### Escalation path

* Project team member (Microsoft or Customer)
* Project manager (Microsoft and customer)
* Microsoft engagement manager or project sponsor
  1. Project completion

The project will be considered complete when any of the following conditions is met:

1. All of the service deliverables identified within this SOW and any change requests accepted pursuant to the change management process defined in this document, are delivered, and accepted or deemed accepted; or
2. This SOW is terminated pursuant to the provisions of the agreement.
3. Project roles and responsibilities

This section provides a brief description of key project roles and responsibilities.

* 1. Customer roles and responsibilities

| Customer role | Responsibilities |
| --- | --- |
| Customer executive sponsor | * Makes key project decisions. * Serves as an escalation point for unresolved issues and clears project roadblocks. * Confirms that the proper funding and support are provided for the success of the project. * Acts as the overall escalation point for change and issue management. * Acts as an advocate for user and internal communications. |
| Customer project manager | * Functions as the primary point of contact for the Microsoft team for each assigned work stream. * Is responsible for managing and coordinating the overall project. * Is responsible for resource allocation, risk management, project priorities, and communication to management. * Manages day-to-day project activities. * Manages the project risks and issues register. * Coordinates team activities to provide deliverables according to the project schedule. * Creates the end-user communications plan. * Organizes training. |
| SharePoint lead | * Is responsible for the current Office 365 SharePoint environment on behalf of the customer. * Participates in Governance workshop discussions and is responsible for activities that address SharePoint readiness, policies, procedures, and operations. |
| Security lead | * Participates in Governance workshop discussions and drives activities that address tenant enablement for online service consumption. * Assists the Microsoft team in implementing the security-related enablement activities. |

* 1. Microsoft roles and responsibilities

| Microsoft role | Responsibilities |
| --- | --- |
| Microsoft Services engagement manager | * Is responsible for the deliverable quality and overall customer satisfaction during the Microsoft Services engagement. * Serves as single point of contact for billing issues, personnel matters, and contract extensions. |
| Microsoft Services project manager | * Serves as single point of contact for Microsoft Services project status. * Is responsible for managing and coordinating the Governance and Enablement and overall program planning as it relates to Microsoft project delivery. * Provides a weekly status report and prepares and leads one status meeting per week of no more than one hour in duration. * Is responsible for issue and risk management, change management, project priorities, weekly status communications, weekly status meetings. * Coordinates MCS resources and partners subcontracted to MCS; this includes staffing, task assignments, and status reporting. |
| Microsoft Services deployment consultant | * Leads Governance workshop discussions and creates the overall Governance Plan document. * Completes the service enablement activities with the customer. * Provides technical and architectural subject matter expertise that can be used throughout the engagement * Creates Enablement Summary document to log all activities done during the Enablement work stream. |
| Microsoft Services architect | * Provides technical and architectural oversight for the overall Office 365 project. * Provides subject matter expertise for complex configuration requirements that are related to the Office 365 deployment. |

1. General customer responsibilities and project assumptions
   1. General customer responsibilities

In addition to any customer activities identified elsewhere in this SOW, the customer will:

Provide suitable work spaces with desks, chairs, telephones.

Provide LAN connections that give the Microsoft onsite team access to the Internet and email.

Provide access to necessary customer work sites, systems logons and passwords, and material and resources as needed and as advised by us in advance.

Assume responsibility for management of all vendors who are not managed by Microsoft.

Provide access—with proper licenses—to the tools and third-party products that the Microsoft team needs to complete its assigned tasks.

Acquire and install the appropriate server capacity that is required to support the environments as defined in the scope section of this SOW.

* 1. Project assumptions

All estimates regarding fees, timelines and our detailed solution are based on information that is provided by the customer to date, known documented requirements, and assumptions that are listed in this document being validated as true during this project. They are also based on the customer and Microsoft working in partnership, as described within the approach and governance sections of the document. Anything that differs materially regarding the information provided, approach, governance, or assumptions, can result in Microsoft raising a change request to cover additional work or extended durations as a direct result.

The Services, fees, and delivery schedule for this project are based on the assumptions described in the following table.

| Component | Assumptions |
| --- | --- |
| General assumptions | * In performing services under this SOW and the applicable Work Order, Microsoft will rely upon any instructions, authorizations, approvals, or other information provided by the customer project manager or personnel duly designated by the customer project manager. * Throughout the project, Microsoft will submit requests for decisions or feedback for the customer to complete. Decisions are assigned due dates, and it is assumed that the customer will provide the required feedback or make decisions on either the due date agreed upon or within three business days of submittal. If a decision or feedback is not provided by the due date or within three business days, it will be addressed as a potential change of scope pursuant to the change management process outlined in this SOW. * If the project schedule requires Microsoft resources or Microsoft subcontractor resources to perform services at the customer’s site, Microsoft will apply the following travel guidelines: * Resources will typically be onsite for three nights and four days; arriving on Mondays and leaving on Thursdays. * Resources might stretch their daily work plan in order to accommodate the project’s weekly activities within those four days. * As needed, resources might perform project activities by working remotely on Fridays. * Customer has 2 existing and configured O365 tenants (O365 Production & O365 UAT) * Microsoft’s enablement activities will be completed within a single Customer O365tenant. It will be Customer’s responsibility to do enablement activities on any tenants beyond the one tenant Microsoft is enabling. * Customer’s O365 tenants are enabled, validated, users can authenticate and are entitled within the tenant. * Customer has a general knowledge of SharePoint Online features/capabilities. * Customer has subject matter experts that can participate and contribute materially in workshops. * Customer will be able to provide SMEs for any 3rd party applications to answer questions regarding the integration of these 3rd party applications into the solution. * All SPO level and site collection level Search will be provided by Coveo and all site level search will utilize the out of the box SharePoint Online experience. * All video transcoding, storage, and playback will be handled by Kaltura, SharePoint Online will provide links to the Kaltura hosted videos. * No ITAR or company classified information will be stored within SharePoint Online. |

1. Exhibits
   1. Exhibit 1. Customer SharePoint Enablement User Stories

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Theme** | **Epic** | **User Story** | **Success Criteria** | **High Level  Architecture** |
| Archives | Adhering to Data Retention Policies | If content not modified within 3 years, then Archived for 30 days, can re-publish or deleted within 3 months, or will be deleted |  |  |
| Archives | Adhering to Data Retention Policies | First deletion of content is not truly deleted. It will be temporarily deleted (hidden) |  |  |
| Archives | Adhering to Data Retention Policies | As a DWP Admin, I want to be able to create, modify, or delete retention policies |  | SharePoint  Customizations |
| Archives | Archiving Content | As a site owner, I want to archive any content found that doesn't meet these standards, so all available content is valuable. | Successfully use DWP to go to a SharePoint Archive where users can archive content |  |
| Archives | Archiving Notification | As a Publisher, I want to be notified of content that will be archived prior to the deadline date |  | SharePoint  Customizations |
| Archives | Archiving Notification | As a System, I want to notify Publishers of archived content in advance based on notification criteria |  | SharePoint  Customizations |
| Device Accessibility | Accessing Content across Devices | As a consumer I want to be able to access the DWP from any approved device and browser so that I can be productive from anywhere. | Rewrite as a story and move to Success Criteria (see left) | Pending User Story - #19 Trice - User Story |
| Device Accessibility | Accessing Content across Devices | Write user story- screen size must scale to 10 inches | Content renders appropriately on a 10-inch screen |  |
| Global Navigation | Displaying Content based on Profiles | As a consumer, I want to see critical information related to the entire company so that I can stay current on large scale initiatives or news |  | SharePoint Integrated Tile Workspace Personalization Engine |
| Global Navigation | Displaying Content on Title Bar | The application should understand what user is visiting the page by displaying their name on the title bar | Consumer name is displayed in the title bar | SharePoint Out of the Box |
| Global Navigation | Making Content Accessible | As a consumer I want this area to be accessible from every level of the DWP so that I am always aware of my required actions |  | Action Hub- Customized Architecture |
| Global Navigation | Making Content Visible | As a consumer, I want to only have visibility to high level navigation at a global level so that I am not overwhelmed by the options. | Having a navigation and information architecture that users can successfully navigate | Platform Integration |
| Global Navigation | Making Content Visible | As a consumer, I want to be able to have consistent primary navigation as I drill down to DWP sites. | Having relevant information by employee attributes | SharePoint (CMS) |
| Global Navigation | Making Content Visible | As a consumer, I want my options to be limited to only the most frequently visited sites, so I am not overwhelmed by options. (Admin managed) | The ability to surface information based on profile | SharePoint (CMS) |
| Global Navigation | Making Content Visible | As a consumer, I want headers in the mega menu to be arranged alphabetically so I don't waste time searching for the areas I want to access |  | SharePoint (CMS) |
| Global Navigation | Making Content Visible | As a consumer, I want to have sites I need to visit frequently available in the global navigation so that I can accomplish common tasks quickly and easily. |  | Integrated Tile Workspace |
| Global Navigation | Making Content Visible | As a consumer, I want to see these in a familiar area so that there is a sense of continuity from the old HON intranet. |  | SharePoint (CMS) |
| Global Navigation | Making Content Visible | As a consumer, I want to this list to be kept to 10 options so that the options are not overwhelming with sites I would rarely navigate. |  | SharePoint (CMS) |
| Global Navigation | Making Content Visible | As a consumer, I want all News articles to appear on a single page so that I only need to go to one page to see all the most recent news articles |  | SharePoint Out of the Box Integrated Tile Workspace |
| Global Navigation | Making Stock Ticker Visible | As a consumer, I want to be able to see the Customer stock price from anywhere on the Digital Workplace (DWP) so that I always know how the company is performing. |  | 3rd Party Stock Ticker Services |
| Global Navigation | Providing Feedback | As a consumer, I want to provide feedback on issues so that the product team can focus efforts on improvements that users like me value and can help remove frustrations and confusion. | Users can enter feedback and receive an indication that the feedback was accepted in the system | SharePoint CMS Out of the Box |
| Global Navigation | Viewing Footer Information | See the image of the Customer footer page |  |  |
| Office 365 | Making Office 365 Accessible | As a consumer, I want access to my O365 tools from every page of the DWP, so I can quickly access all of my applications | User can access Office 365 from any place on the portal | SharePoint Out of Box Office 365 |
| Office 365 | Making Office 365 Accessible | As a consumer, I want the access to O365 to be obvious and intuitive, so I don't waste time searching for my tools |  | SharePoint Out of Box Office 366 |
| Publishing | Adding Metadata to Content | As a publisher, I want to be able to easily tag my content with the appropriate levels of metadata so that my content is easily finable through enterprise search. |  | SharePoint Out of Box Taxonomy Tagging Engine |
| Publishing | Assigning Site Ownership Rights | As a site owner, I want to pass ownership rights to the owner of any site I have approved in my collection so that they become the approver for any content being published to the underlying pages. |  | SharePoint Out of the Box |
| Publishing | Assigning Site Ownership Rights | As a site owner, I want to assign a second owner to my site so that there is always redundancy in the event I am away or leave my current position |  | SharePoint Out of the Box |
| Publishing | Creating Persistent Tiles | As a Publisher I want to be able to quickly and easily create and publish my content so that I can get information out to my users in a timely fashion | ….pre-defined non-movable zone (see other Publishing success criteria) | Integrated Tile Workspace |
| Publishing | Creating Persistent Tiles | As a Publisher I want to create a tile in which to publish my content so that I can highlight the most relevant content on my page. | ….pre-defined non-movable zone (see other Publishing success criteria) | Integrated Tile Workspace |
| Publishing | Creating Site Templates | As a publisher I want to be able to create my own site in the Digital Workplace so that I can design a site that fits my user’s needs. |  | SharePoint Out of the Box |
| Publishing | Creating Site Templates | As a publisher, I want to the process to request a site to be simple and intuitive so that I can be sure the site is created properly |  | SharePoint Out of the Box |
| Publishing | Creating Site Templates | As a publisher, I want to be provisioned the correct template for my site based on my requirements so that my site matches the design of the DWP without any need for custom coding. |  | SharePoint Out of the Box |
| Publishing | Creating Site Templates | As a publisher, I want to the process of populating my site to be intuitive, so I can quickly get my site ready for publishing |  | SharePoint Out of the Box Integrated Tile Workspace |
| Publishing | Creating Tiles | As a publisher, I want to easily create tiles on my pages to highlight the most relevant topics for my users | Same as previous Publishing success criteria | Integrated Tile Workspace |
| Publishing | Displaying Site Owner Data | As a site owner, I want my name to be visible on any site/page that I manage so that users can contact me directly if there are any comments or concerns about content published on that site/page |  | SharePoint Out of the Box |
| Publishing | Managing Persistent Tiles | As Publisher I want to select which tile format I would like to use so that I can publish my content in the most relevant way possible | ….pre-defined non-movable zone (see other Publishing success criteria) | Integrated Tile Workspace |
| Publishing | Managing Persistent Tiles | As an administrator, I want to have access to a super user/admin view of the DWP so that I make edits and additions to global content. |  | Integrated Tile Workspace |
| Publishing | Managing Persistent Tiles | As a publisher, I want to be able to select which users will receive the persistent tiles so that I can focus the information as needed. |  | Integrated Tile Workspace |
| Publishing | Managing Persistent Tiles | As a publisher, I want to determine how long persistent tiles will remain visible so that I can make sure user’s homepages are not cluttered with outdated/irrelevant information. |  | Integrated Tile Workspace |
| Publishing | Managing Persistent Tiles | As a publisher, I want to determine the position of persistent tiles so that I determine the priority in the event there are multiple persistent tiles published at any one time. |  | Integrated Tile Workspace |
| Publishing | Managing Persistent Tiles | As a publisher, I want to persistent tiles to be published on the top left hand position of user’s DWP so that these stories are placed in the most obvious position for best viewing. |  | Integrated Tile Workspace |
| Publishing | Managing Persistent Tiles | As a publisher, I want to have user’s existing tiles reposition in a left to right manner so that I determine the priority in the event there are multiple persistent tiles published at any one time. |  | Integrated Tile Workspace |
| Publishing | Publishing Content | As a publisher, I want to be able to choose where the story is published so that the story is published in the right tile on the right page |  | SharePoint Out of the Box Integrated Tile Workspace |
| Publishing Analytics | Tracking Site Usage | As a publisher, I want to be able to track usage for my site so that I can keep my content relevant. | Publishers can see a report on the performance of their pages or sites | Google Services |
| Publishing Analytics | Tracking Site Usage | As a Publisher I need to make sure every aspect of my site is being tracked for usage so that I can best determine the usefulness of my content | Above | Integrated Tile Workspace (Analytics) |
| Publishing News | Creating Site Templates | As a publisher, I want the process of populating my site to be intuitive, so I can quickly get my site ready for publishing. | Publishers can easily find the appropriate templates and apply to a given site | SharePoint Out of the Box |
| Publishing News | Publishing Content | As a publisher, I want to be able to publish news stories in an intuitive fashion so that I can quickly get information out to my users | Publishers can easily find app parts and apply them to the appropriate templates and successfully publish them to a page | SharePoint Out of the Box |
| Publishing News | Organizing Content | As a System, I want to organize news stories via a taxonomy structure |  | SharePoint Out of the Box |
| Publishing News | Publishing Content | When a Publisher publishes a news tile on their page in their timeplate (Aerospace publishes news in the Aerospace page, need this article to show on othe…..) Create a Master News repository where news stories are driven by categories. Gets automatically published to the main category page |  |  |
| Search | Adding Metadata to Content | As a publisher, I want to be able to make my content findable in enterprise search so that Digital Workplace visitors can find and utilize the content I create. | 75% of my metadata is automatically tagged and located for me | Coveo SharePoint Search |
| Search | Adding Metadata to Content | As a publisher, I want to be able to tag my content with metadata so that my content gets ranked in search results in the most relevant way. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a publisher, I want tagging my content with metadata to be easy so that I can complete tagging quickly and without having to make "major" decisions. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a publisher, I want to select metadata from a standardized list so that so that I do not have to think up the best tags for my content on the fly. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a publisher, I want as many metadata categories as possible to be "prefilled" or "preselected" for me so that I can reduce the number of categories I need to input. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a publisher, I want the ability to change any "prefilled" or "preselected" metadata category so that I can quickly improve the accuracy of my tags. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a publisher, I want the ability to review and change my prior metadata selections on a web page or document so that when I make edits I can re-confirm the tags are still accurate for the edits I have made. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a publisher, I want to be able to add additional tags (keywords) in addition to the standard taxonomy tags so that I can add tags that are more specific to the content I have created. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a publisher, I want to easily can tell what tags are required or optional so that completing my entries is easy and quick. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a publisher, I want to easily be able to tell what tags accept multiple selections so that I can ensure I double check "prefilled" or "prefilled" selections for accuracy. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a publisher, I want the tags that are not "prefilled" or "preselected" to be grouped together so that I can easily identify and focus on the tags that always need my attention. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a publisher, I want an indicator that I have successfully tagged my content so that I know my work is complete. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a publisher, I want my tagging experience to be the same whether I tag a web page or document so that I only have to learn one procedure for tagging. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a DW leader I want the standard taxonomy implementation to be easily editable so that so that it can change and adopt over time. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a DW leader I want to know what percentage of SharePoint content has metadata tags applied to it so that I can determine how effective the metadata tagging process has been. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a DW leader I want the metadata tagging solution to leverage Out of the Box SharePoint functionality we can avoid customization and high effort maintenance. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a DW leader I want the metadata tagging solution to be the same in both On Premise and Cloud environments so that the user experience will remain the same. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a DW leader I want a way to easily synch the standard taxonomy tags between SharePoint environments so that we can easily keep the metadata uniform our SharePoint environments. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a DW leader I want a way to easily update metatags from a single location so that we can easily update the taxonomy tags as needed. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a DW leader I want a way to have tags that get edited reflected back and change existing tags so that we can maintain a high level of standardization within the taxonomy tags as our businesses and functions evolve. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a DW leader I want a user interface for selecting taxonomy tags to be intuitive and easy to use so that we can maintain high publisher satisfaction. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Adding Metadata to Content | As a DW leader I want a publisher to be able to apply taxonomy tags in less than 10 seconds so that we keep the publishing process as short as possible. |  | SharePoint Out of the Box Taxonomy Tagging Engine |
| Search | Filtering Search Results | As a consumer I want to be able to filter those results so that I can locate the information that best works for me. |  | Coveo + Minimal Custom Integration |
| Search | Searching Global Content | As a consumer I want to be able to use text base search to find information on the Digital Workplace (DWP) so that I may find relevant information as quickly as possible. | User can execute a search and received relevant returned results, with the ability to take action | Coveo + Minimal Custom Integration |
| Search | Searching Global Content | As a consumer I want to be able to perform a search from anywhere on the DWP so that I have a common experience throughout. |  | Coveo + Minimal Custom Integration |
| Search | Searching Information | As a consumer I want to search for people by role, skill or projects so that I can quickly identify people that can assist with an issue I have |  | Coveo + Minimal Custom Integration |
| Search | Searching Information | As a consumer I want to be able to find subject matter experts working in my or in other businesses so that I can consult on areas of importance to my business |  | Coveo + Minimal Custom Integration |
| Search | Searching Information | As a consumer I want to have the ability to QUICKLY and EASILY search for RELEVANT information so that I can find answers in a timely manner. |  | Coveo + Minimal Custom Integration |
| Search | Searching Information | As a Remote Field Worker I want to be able to obtain local search results when I am within certain sections of the DWP so that I only obtain results from that page or section. |  | Coveo + Minimal Custom Integration |
| Search | Searching Information | As a Remote Field Worker I want to be able to toggle to a Global Search when I am within certain sections of the DWP so that I can search globally and not just the current page or section. |  | Coveo + Minimal Custom Integration |
| Search | Viewing Search Results | As a consumer I want to be presented with recommended search terms as I type so that I can find relevant information quicker. |  | Coveo + Minimal Custom Integration |
| Search | Viewing Search Results | As a consumer I want to be presented with a clean and uncluttered search interface so that I can easily recognize what I am looking for. |  | Coveo + SharePoint CMS + Minimal Custom Integration |
| Search | Viewing Search Results | As a consumer I want to be able to limit what content I search for so that I don't have to see a large volume of content that is not relevant to me |  | Coveo + Minimal Custom Integration |
| Search | Viewing Search Results | As a consumer I want to be able to preview search results so that I can quickly identify valuable results |  | Coveo + Minimal Custom Integration |
| Search | Viewing Search Results | As a consumer I want search to only show me results that I can open, so I don’t waste time with content I cannot get access to |  | Coveo + Minimal Custom Integration |
| Search | Viewing Search Results | As a consumer I want to be presented with a clean search interfaces so that I am clear about the information I am seeing. |  | Coveo + Minimal Custom Integration |
| Security | DWP Data Security | As an consumer I want to ensure my teams can easily keep sensitive data secure so that I can be confident we will not have a data breach |  | TBD- Brian scheduling Security Skype meeting week of 12/14 |
| Security | DWP Data Security | an HR user I want to be able to assure the HR services teams that employee data is protected and only shared as appropriate so that they can have confidence employees privacy and security is protected |  | TBD- Brian scheduling Security Skype meeting week of 12/18 |
| Security | DWP Security | As a consumer I want an easy way to know that I am logged into a system or application so that I can easily access and protect sensitive data |  | TBD- Brian scheduling Security Skype meeting week of 12/7 |
| Security | DWP Security | As a consumer I want an easy way to know that I am logged into a system or application so that I can easily take action to log in or out if necessary |  | TBD- Brian scheduling Security Skype meeting week of 12/8 |
| Security | DWP Security | As a consumer I want the DWP to protect my identify so that I don’t have to worry about someone else seeing data meant for me |  | TBD- Brian scheduling Security Skype meeting week of 12/9 |
| Security | DWP Security | As a consumer I want the DWP to know who I am and show me content I have access to so that I don’t miss important communications meant for people like me |  | TBD- Brian scheduling Security Skype meeting week of 12/13 |
| Security | DWP Security | As a consumer I want managing user IDs and passwords to be easy so that my teams do not waste valuable time troubleshooting access issues |  | TBD- Brian scheduling Security Skype meeting week of 12/15 |
| Security | DWP Security | As a consumer I want my ideas and work product to be protected so that I don’t have to worry about it falling into the wrong hands |  | TBD- Brian scheduling Security Skype meeting week of 12/17 |
| Security | Single Sign On Authenication | As a consumer I want to use one user ID and password for all the application I access so that I don’t have to keep track of multiple password | Consumers can gracefully navigate between apps without re-authenticating | TBD- Brian scheduling Security Skype meeting week of 12/5 |
| Security | Single Sign On Authenication | As a consumer I want to log onto the network and have access to all the applications I am authorized to use so that I don’t have to keep entering my user ID and password every time I navigate to a different applications |  | TBD- Brian scheduling Security Skype meeting week of 12/6 |
| Social Media | Interacting with Social Media | As a consumer I want access to my social media feeds on the home page of my Digital Workplace so I can stay up to date on topics that are relevant to me. |  | SharePoint + Social Feeds |
| Social Media | Interacting with Social Media | As a consumer I want to be able to select which social media feeds are displayed on my DWP so only relevant feeds are displayed |  | SharePoint + Social Feeds |
| Social Media | Interacting with Social Media | As a consumer I want to be able close out of feeds that I don't want to view at any time so that my DWP doesn't become cluttered. |  | SharePoint + Social Feeds |
| Social Media | Interacting with Social Media | As a consumer I want to be able to open up feeds at anytime so a can have quick access to read or post updates |  | SharePoint + Social Feeds |
| Social Media | Interacting with Social Media | As a consumer I want to ability to expand my feeds so that I can go through the feeds in a quick manner. ((Fixed height 2x tile with a scroll bar.)) |  | SharePoint + Social Feeds |
| Social Media | Interacting with Social Media | As a consumer I want to be logged into my social media feeds upon opening up the DWP so that I do not have to log on separately |  | SharePoint + Social Feeds |
| Social Media | Interacting with Social Media | As a consumer I want to be able to post comments to my social media feeds from the DWP so that I do not have to leave the page and go to the application. |  | SharePoint + Social Feeds |
| Social Media | Interacting with Social Media | As a consumer I want to be able to select which sub feeds are displayed on the DWP so that I can follow the most relevant content |  | SharePoint + Social Feeds |
| Social Media | Interacting with Social Media | As a consumer I want to be able to select the order multiple feeds are displayed on the DWP so the highest priority items can be at the top of the page. |  | SharePoint + Social Feeds |
| Video | Displaying Content based on Profiles | As a consumer, I can easily find videos related to my work activies |  | Video Platform Personalization Engine |
| Video | Displaying Content based on Profiles | As the System, I can utilize video metatdata for personalization |  | Video Platform Personalization Engine |
| Video | Adding Metadata to Content | As a Publisher, I want to tag my video content with metadata so that site visitors can easily view videos aligned to their work activities |  | Video Platform Personalization Engine |
| Video | Recommending Related Videos | As a consumer I want to see related videos so that I can continue learning more on the subject. |  | Video Platform SharePoint CMS + Minimal Customizations |
| Video | Sharing Videos | As a consumer I want to the ability to easily share these videos so that I can share knowledge effectively. |  | Video Platform SharePoint CMS + Minimal Customizations |
| Video | Viewing Videos | As a consumer I want to have an intuitive experience with the video player so that I can easily understand all the functionality it has to offer. |  | Video Platform SharePoint CMS + Minimal Customizations |
| Video | Viewing Videos | As a consumer I want to see a description of the video so that I have an idea of what I am viewing before I watch the video. |  | Video Platform SharePoint CMS + Minimal Customizations |
| Videos | Selecting Video Options | As a consumer I want to stop being presented with the Orientation Video by selecting a “Don’t show again” option so that I can quickly access the DWP and its features. | Video plays upon load and can select the option for the video not to play again | Video Platform SharePoint CMS - customized adding the "Do Not Show Video" option |