Customer DW - Phase 1



Statement of Work

Prepared for

Customer

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Prepared by

**Microsoft Consulting Services**

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1. Introduction

This Statement of Work (SOW) and any exhibits, appendices, schedules, and attachments to it are made pursuant to the Work Order No. , dated , the terms of which are incorporated herein by reference, by and between (“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 (“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 accepted or formally extended in writing by Microsoft.

1. Background

Customer has embarked on an organization wide transformational initiative, dubbed the “Digital Employee Experience” (DW), to deliver modern, cloud based productivity, communications and information discovery capabilities realized via a new enterprise Intranet Portal, the Digital Workplace Portal (DW). Microsoft will assist Customer in this initiative in key project areas agreed to by Customer and Microsoft which is outlined in this statement of work.

1. Digital Workplace Portal Phase 1 Objectives
   1. Objectives Summary

The overall objectives of the project are to:

* Guide Customer Architects and DW design partners in solution technical design following Microsoft Cloud Architecture recommended practices.
* Produce technical design, requirements and use cases which will guide future build phases estimated to being in January 2016.
* Prove key technical solution elements, specifically in the areas of cloud integration, security, identity and user experience.
* Implement a foundational enterprise search solution to replace the current Google Search Appliance Solution by January 2016.
* Provide design and technical quality assurance during the anticipated project build phase between January 2016 and May 2016.
  1. Project Workstreams

The scope of this statement of work is comprised of three work streams:

* **Architecture and Design** – This work stream is focused on technical design, technical proof-of-concept implementation, requirements analysis and quality assurance planning.
* **Enterprise Search Implementation** – this work stream is focused on implementing a production Cloud/On-Premises hybrid enterprise search solution to replace the current Google Search Appliance solution
* **Implementation Technical Design and Quality Oversight** – this work stream is focused on development sprint logical design, validating implementation against proposed design, reviewing quality of code/deliverables produced by Customer and/or partners, and providing technical leadership and subject matter expertise during build.

1. Project Workstreams
   1. Architecture & Design

The Architecture & Design work stream provides overarching technical design and quality assurance oversight across the Digital Workplace Portal (DW) project. Microsoft will provide a Cloud Solution Architect and supporting roles which have technical expertise in implementing custom solutions on Office 365 and Azure to participate in DW design conversations, prove out DW technical approach, document technical design for future build and plan quality assurance processes for future implementation.

* + 1. Scope and Approach

Key Microsoft activities and timing for the Architecture and Design work stream are highlighted in the table below.

Table 1: Scope and Approach

|  |  |  |
| --- | --- | --- |
| Microsoft Activity | Description | Target Week(s) |
| Kickoff | Introduce Customer resources to project resources, plan working sessions and align schedules. | Beginning of Week 1 |
| Solution Requirements and Use Case Analysis | Microsoft will participate in DW user experience and design sessions to derive use cases and requirements for future solution build activities. | Weeks 1-8 |
| Security Requirements Analysis & Design | Deep-dive analysis of security requirements, risks and concerns for DW as it relates to cloud solution security and compliance   * Includes discussion, analysis and recommendations in the following areas   + Data classification/handling   + Data loss prevention   + eDiscovery and legal hold   + Regulatory Compliance   + Information Disposition/Archive   + Identity & Access Management   + Audit   + Policy Attestation   + Privileged access (Admin/Governance, etc.)   + Information protection and encryption   + Information Rights Management   + Mobile device & Bring Your Own Device (BYOD) policies   + Integration security (Identity, authentication, authorization, and auditing)   + Standards of conduct | Weeks 1-8 |
| DW Technical Design | Microsoft will produce a solution functional specification which outlines the solution logic design based on requirements and use case analysis. Please refer to the functional specification deliverable for an outline of anticipated topics to be addressed in design. | Weeks 1 - 12 |
| Quality Assurance Planning and Design | Microsoft will create a quality assurance plan which documents the recommended processes to validate and test quality across:   * Requirements and use case traceability testing * Design adherence testing * Technical build quality testing * Solution testing processes (unit, functional, integration, performance) | Weeks 6-12 |
| DW Client UX POC | The client UX POC solution will prove out core components of the client experience which includes the envisioned DW Tile functionality and SharePoint Online Customization.  The POC includes:   * Implementation of Responsive HTML5 tile layout (grid system) * Up to (5) Mockup Tiles – static content only for UX functional testing * Client logic for proving tile placement & tile movement functions * Mockup implementation of DW top and left navigation elements * Deploying the UI POC into a test SharePoint Online site | Weeks 1 – 8 |
| DW Integration POC | The integration POC will prove how to integrate client functionality, SharePoint Online, Azure and the Customer APIGee API management platform. Core areas to prove are connectivity, message flow, identity flow, authentication, security design, and DevOps capabilities.  The POC will include:   * Creation of a custom WebAPI application (provider hosted application) hosted in Azure and integrated with SharePoint Online. The WebAPI will be used to query list data from a test SharePoint site and Query a test REST endpoint on APIGee * Creation of a client component (Javascript) to integrate with the Azure WebAPI. The client component will call the WebAPI to query both SharePoint Online and APIGee and display a result. * Creation of Azure functionality to pass messages from the WebAPI to a pre-existing APIGee REST endpoint. * Configuration of Azure Applicaton Insights to prove how Azure Application Insights can support DevOps in a cloud hosted solution. | Weeks 1 - 9 |
| Steering Committee Participation | Attendance in established DW program steering committee meetings & participation in discussions as requires.  Act as primary escalation point for technical leads in program level discussions | On-going at existing interval defined by Customer until the end of Week 29 |
| Technical Alignment Meetings | Establishment and leadership of weekly technical alignment meeting to align Project leads to program technical strategy and plans.  Act as primary escalation point for project technical questions and concerns | On-going at existing interval defined by Customer until the end of Week 29 |
| Program Management Meetings | Participation in program management meetings to provide recommendations related to program delivery and technical direction  Review implementation plans and designs to manage quality, assess risk and assist in management of dependencies across work streams | On-going at existing interval defined by Customer until the end of Week 29 |
| Technical leadership and support | Provide technical recommendations and/or facilitate discussions with technical subject matter experts as needed | On-going as request by Customer program management until the end of Week 29 |

* + 1. Customer Responsibilities

Key Customer responsibilities for the Architecture and Design appear in the table below.

Table 2: Customer Responsibilities

|  |  |
| --- | --- |
| Customer Activity | Needed by |
| Introduction to leadership and key stakeholders involved or indirectly related to the DW Program | End of week 1 |
| Provide one or more project members who will work with the Solution Architect to coordinate visibility of project risks and issues and will commit to sharing information from the project governance meetings back to the Customer implementation team(s). | End of week 1 |
| Identify Customer DW lead Architect responsible for technical oversight, quality assurance and Customer policy and process compliance. Provide this resource and prepare him/her to work alongside the Microsoft Architect to jointly govern technical strategy and adherence to Customer standards | End of week 1 |
| Identify Customer resources responsible for defining requirements related to DW in areas of Security, Governance, Risk and Compliance. Including but not limited to:   * Enterprise governance, risk, & compliance (GRC) * Enterprise architecture * Corporate Information Security * Corporate Legal Counsel * Infrastructure Security * Operations | As defined by Customer Program Management |
| Install, configure and support the APIGee platform for POC integration testing. This includes the creation of a test REST endpoint configured in APIGee for integration testing. | End of Week 3 |
| Include the Microsoft Solution architect in User Experience envisioning, planning and design sessions conducted by Customer and its partners as it relates to DW and DW | Throughout the project |
| Deliver Phase 1 user experience design documentation (story boards, wireframes and UI mockups) | By Week 9 |
| Include the Microsoft Solution architect in Information architecture envisioning, planning and design sessions conducted by Customer and its partners as it relates to DW and DW | Throughout the project |
| Deliver Phase 1 information architecture design documentation (site maps, navigation, publishing page designs, enterprise taxonomy) | By Week 9 |
| Include the Microsoft Solution architect in Enterprise Search architecture envisioning, planning and design sessions conducted by Customer and its partners as it relates to DW and DW | Throughout the project |
| Deliver Phase 1 Search design documentation (taxonomy, refiners, search verticals/IA, search result types and associated UX, best bets, keywords, dictionaries) | By Week 9 |
| Participate in leadership and stakeholder envisioning and alignment sessions | As defined by Customer Program Management |
| Participate in security and compliance requirements analysis sessions | As defined by Customer Program Management |

* + 1. Out of Scope

Any item not listed as within scope is considered out of scope for the Architecture and Design workstream:

* DW User Experience Design
* DW Information Architecture Design
* DW Enterprise Search Enhanced User Experience Design
* Creation of production ready solutions
* Implementation of requirements and use cases captured
* Implementation of unit testing, functional testing, performance testing, capacity testing and business continuity testing
* Implementation of release management plans
* User Acceptance Testing planning, design and implementation
* Installation and configuration of APIGee infrastructure and test REST API endpoint
* Installation and configuration of Kaltura or other third party video management platforms
* Design of features requiring API level integration with Kaltura or third party video management platforms
* Content migration planning, design and implementation of any kind.
* Providing services outside the defined service description and service level agreements for Office 365 and/or Azure
* Assessing vendor or partner quality outside the vendor or partners directly contracting with Microsoft under this statement of work
  + 1. Assumptions

The following assumptions apply to the Architecture and Design work stream:

* Customer has an existing program executive steering committee which meets regularly to discuss program strategy, objectives, risks/issues and accomplishments
* Customer has an existing program management team which meets regularly to discuss and plan delivery of program projects, manage decisions/risk/issues, align project management teams and mange program communications
* Customer has opted to contract with third parties for user experience, information architecture and optimized search user experience design. The deliverables from these parties will be shared with Microsoft project resources for comment and technical design.
  + 1. Work Products and Deliverables

The following table displays a list of the key work products (sign-off not required) and service deliverables (sign-off required) that will be produced for the Program Architecture Function.

Table 3: Work Products and Deliverables

|  |  |  |
| --- | --- | --- |
| Item | Description | Requires Sign Off |
| Use Cases & Requirements Document | Excel document capturing the expected functions of the envisioned platform and the requirements for future build | Yes |
| DW Functional Specification | Word document and Visio drawings which document the solution logic design, including but not limited to:   * SPO Custom UX Embedded Design * Information Architecture Implementation Approach   + URL & Managed Paths   + Site Collection(s)   + MMS use / configuration (to support publishing)   + Suite navigation * Global and Left Navigation Approach & Design * Site Collection & Site Provisioning * Site Collection & Site Configuration Settings * Publishing Process & Design   + Content Types   + Page Layouts   + Cross Site Publishing   + publishing workflow & content deployment * Mobile Approach (responsive design, device channels, image renditions configuration) * Hybrid Enterprise Search Design * Security Design   + Identity & User Authentication Design   + Site Collection Security Configuration (groups, people, permissions) * SPO/Azure/On-Prem integration   + RER server side integration   + REST server side integration   + REST client side integration   + Azure / ApiGee integration   + API Security Design (authentication, authorization, and Identity flow) * User Action Center   + server API design   + server cache approach   + server persistent storage design   + client UI approach   + client API / client cache approach   + On-prem integration (APIGee) design     - async query/command     - async callback     - async polling   + Logging and Audit Design * Tile Framework Implementation   + Tile client API   + Tile registration   + Tile Store   + Tile UX Implementation Approach   + Tile targeting / Tile profile system   + Tile Integration     - client API / client cache     - server API     - callback * Tile Technical Design   + Article   + Search Based   + Dynamic HTML based   + Action Center   + Carousel Design   + Video   + Up to 3 additional custom tiles (not to exceed 16 hours each) * User interaction / activity ingress (Telemetry) technical design   + client API   + Server API   + data ingress / storage design * DevOps Design * logging and telemetry * monitoring & health * Web Analytics Design | Yes |
| Quality Assurance Plan | Word document outlining the recommended processes to address:   * Requirements and use case traceability testing * Design adherence testing * Technical build quality testing * Solution testing processes (unit, functional, integration, performance) | Yes |
| DW UX client POC Code | Source code used in the client POC | No |
| DW Integration POC | Source code used in the integration POC | No |
| Program Technical Executive Status | PowerPoint presentation illustrating key risk, issues and recommendations along with aggregated status of projects within the program. Created and delivered monthly until the end of Week 12 | No |

* 1. Enterprise Search Implementation

The objective of the Enterprise Search Implementation work stream is to implement a production Hybrid SharePoint enterprise search solution to replace the current Google Search Appliance.

* + 1. Scope and Approach

Key Microsoft activities and timing for the workstream are highlighted in the table below.

Table 4: Scope and Approach

|  |  |  |
| --- | --- | --- |
| Activity | Description | Target Week(s) |
| Assess current GSA Environment | Review content sources, inDWing connectors, inDWing load and search request load | Weeks 1 - 4 |
| Design SharePoint 2013 Search Farm(s) | Create a functional specification which outlines the infrastructure configuration for development, pre-production and production SharePoint 2013 Search Farms.  Scope:   * Search Farm to support up to 30 million items * Hybrid SharePoint Online/On-Premises integration * Content Sources including:   + SharePoint Online   + SharePoint On-premises (SharePoint 2013)   + Web Content Sources On-Premises   + XML Data feed sources On-Premises   + SQL Content Source On-Premises   + SalesForce   + SAP On-Premises | Weeks 1 - 4 |
| Development Search Farm Build | Build a single server SharePoint 2013 search farm for configuration and content source connector development and testing.  Build includes   * Installation of SQL & SharePoint 2013 on a single server * SharePoint farm creation and Search Application provisioning and configuration * Configuration of business connectivity services (if required) * Installation of additional third-party inDW connectors if required * Installation of the Adobe PDF file handler | Weeks 4 – 7 |
| Provision Pre-Production Office 365 Environment | Provision an Office 365 Environment for pre-production configuration and development testing. | Week 1 |
| Pre-Production Search Farm Build | Build a scaled down version of the production SharePoint 2013 search farm for configuration testing  Build includes   * Installation of SQL & SharePoint 2013 in a high availability configuration * SharePoint farm creation and Search Application provisioning and configuration * Configuration of business connectivity services (if required) * Installation of additional third-party inDW connectors if required * Installation of the Adobe PDF file handler * Cross-Farm Search Application configuration with the current pre-production on-premises SharePoint 2013 farm * SharePoint Online Hybrid Search Configuration with Customer’s pre-production Office 365 tenant | Week 7 - 11 |
| Production Search Farm Build | Build a production scale SharePoint 2013 search farm as designed in the functional specification.  Build includes   * Installation of SQL & SharePoint 2013 in a high availability configuration * SharePoint farm creation and Search Application provisioning and configuration * Configuration of business connectivity services (if required) * Installation of additional third-party inDW connectors if required * Installation of the Adobe PDF file handler * Cross-Farm Search Application configuration with the current on-premises SharePoint 2013 farm * Configuration of the on-premises Search Center and Search results pages to support search design * SharePoint Online Hybrid Search Configuration with Customer’s production Office 365 tenant | Weeks 11 - 16 |
| Design and Implementation of Custom Search User Experience | Technical Design and Implementation of Search configuration and customization not to exceed 480 hrs in effort. Design and implementation is based on Search Enhanced User Experience design conducted by Customer and partners. Effort estimates assume UX and IA design is complete by Week 14 and delivered to Microsoft for technical design and implementation | Weeks 14 - 25 |

* + 1. Customer Responsibilities

Key Customer responsibilities for the work stream appear in the table below.

Table 5: Customer Responsibilities

|  |  |
| --- | --- |
| Customer Activity | Required by |
| Provide access to Customer Enterprise Search Subject Matter Experts (SMEs) familiar with Google Search Appliance configuration and enterprise search content sources | Week 1 |
| Include the Microsoft search consultants in Enterprise Search architecture envisioning, planning and design sessions conducted by Customer and its partners as it relates to DW and DW | As defined by the Customer project schedule |
| Deliver Phase 1 Search design documentation (taxonomy, refiners, search verticals/IA, search result types and associated UX, best bets, keywords, dictionaries) | Week 14 |
| Review and Approve the Enterprise Search functional specification | Week 4 |
| Provision Development infrastructure and implement changes required per designs | Week 4 |
| Provision Pre-Production infrastructure and implement changes required per designs | Week 7 |
| Provision Production infrastructure and implement changes required per designs | Week 11 |
| Implement Customer Change Request and IT governance processes as required | As required |
| Support on-premises and third party content sources including change implementation as needed to support search design | As required |
| Assist in triage of issues related to on-premises infrastructure and third party content sources | As required |

* + 1. Out of Scope

Any item not listed as within scope is considered out of scope for the Work stream. Areas that are considered out of scope for this Work stream include, but are not limited to the following:

* Google Search Appliance Configuration or Change
* Search content sources not explicitly listed in scope
* Development of custom search connectors beyond business connectivity services configuration
* Procurement of third party inDW connectors and file handlers
* Implementation of custom security trimming
* Federation with third party search engines
* Implementation of disaster recovery environments and procedures
* Enterprise search operations planning and design
* Enterprise search governance planning and design

* + 1. Assumptions

The following assumptions apply to the work stream:

* The development environment can be hosted in Azure and will have connectivity to on-premises content sources
* The pre-production and production environments will implement high availability design
  + 1. Work Products and Deliverables

The following table displays a list of the key work products (sign-off not required) and service deliverables (sign-off required) that will be produced for the Office 365 ITSM Readiness Project.

Table 6: Work Products and Deliverables

|  |  |  |
| --- | --- | --- |
| Item | Description | Requires Sign-Off |
| Search Infrastructure Functional Specification |  |  |
| Search Test Plan |  |  |
| Search Development Environment |  |  |
| Pre-production Office 365 Tenant |  |  |
| Search Pre-production Environment |  |  |
| Search Production Environment |  |  |

* + 1. Testing

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Type | Description | Responsible | Provides Test Data/Cases | Guidance & Support | Environment |
| Functional Testing |  | Microsoft | Microsoft with Customer support | Microsoft | Pre-production & production |
| Performance Testing |  |  |  |  | Production |
| Integration Testing |  |  |  |  | Pre-production and Production |
| User Acceptance Testing |  | Customer | Customer with Microsoft Support | Microsoft | Production |

1. Implementation Oversight Quality Assurance

Quality in software delivery extends well beyond quality in design. Even the most well designed solution if not implemented with care and adherence to quality standards can fail to meet requirements and expectations for user experience, security, availability and performance. To reduce risk in solution implementation Microsoft Services recommends establishing a partnership with Customer architecture and development teams in the oversight and inspection of software delivery and quality assurance processes as they relate to the Customer DW DW project. Microsoft services will provide subject matter expert(s) in software lifecycle, development and security to assess software development processes and output, and will provide Customer with findings and remediation recommendations to improve quality in delivery.

* 1. Scope and Approach

Key Microsoft activities and timing for the work stream are highlighted in the table below.

Table 7: Scope and Approach

|  |  |  |
| --- | --- | --- |
| Activity | Description | Target Week(s) |
| Sprint logical design | Creation of logical design artifacts in the form of whiteboard sketches, Visio drawings or other applicable document forms which illustrate the recommended approach to implement features planned in the current development sprint.  Note that design documentation is not physical design, nor is it a detailed, code level “how to” implementation guide. The logical design documentation will assume the reader and implementation team have experience in building SharePoint Online and Azure Solutions.  Time-boxed to up to 40hrs in duration at the beginning of each development sprint. | At the beginning of each development sprint  Week 12, 16, 19, and 23 assuming (4) 4 week sprints |
| Implementation Quality Review | Review of sprint physical designs, code artifacts and/or other IP produced by the implementation teams to assess the following:   * Design adherence * Source Code Quality * Security * Supportability * Operability * Performance * Scalability | Throughout each development sprint:  Weeks 12-15  Weeks 16-19  Weeks 19-23  Weeks 23-27 |
| Implementation Oversight | Provide subject matter expertise in the form of Q&A, informal communication and whiteboarding in the following areas:   * SharePoint Online Extensibility * Client UI implementation * Azure Cloud Application and Integration architecture * Cloud/On-Premises Integration * Hybrid SharePoint Search | Throughout each development sprint:  Weeks 12-15  Weeks 16-19  Weeks 19-23  Weeks 23-27 |
| Test Quality Review | Review of test plans, test cases, test execution and test results to assess quality of testing and quality assurance processes during build.  Assessment includes:   * Unit Testing * Code Coverage * Functional Testing * Integration Testing * Performance and Scalability testing | Throughout each development sprint:  Weeks 12-15  Weeks 16-19  Weeks 19-23  Weeks 23-27  During the project stabilization phase as defined by the Customer project plan (phase end not to exceed the duration of this statement of work) |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

* + 1. Customer Responsibilities

Key Customer responsibilities for the work stream appear in the table below.

Table 8: Customer Responsibilities

|  |  |
| --- | --- |
| Customer Activity | Required by |
| Participate in review of logical designs and review of design assessments | At the beginning of each development sprint |
| Produce source code which implements recommended designs | During each development sprint |
| Provide Microsoft resources access to project source code repositories for design inspection | At the beginning of development sprint #1 and throughout the project |
| Review design & implementation gap analysis findings and correct issues identified | Weekly during each development sprint |
| Implement processes within Customer ALM to check for code quality during development | During each development sprint  During each stabilization phase |
| Implementation of secure design lifecycle (SDLC) processes in Customer application lifecycle management (ALM) to assess, detect and correct security risks in the implementation of custom features | Throughout the project |
| Share current Customer methodologies and processes as they relate to ALM and SDLC | By week 1 |
| Address operational requirements in solution design and build as recommended | In each development sprint |
| Implement proper features (configuration, logging, instrumentation, exception handling, application insights, etc) to ensure the solution can be operated and supported in a production environment as recommended | In each development sprint |
| Review operability findings and implement remediation recommendations accordingly | Weekly during each development sprint |
| Adhere to design recommendations and implement the solution accordingly. | During each development sprint |
| Provide overview of testing tools and processes which will be used on the project | Week 6 |
| Provide test cases and test process documentation for unit, functional, integration, performance and scale testing | During each development sprint  During the stabilization phase |
| Review test approach and process risk assessment findings. Implement recommendations accordingly. | During each development sprint |
| Provide test results for each test completed, and participate in joint test result reviews | During each development sprint  During the stabilization phase |

* + 1. Out of Scope

Any item not listed as within scope is considered out of scope for the workstream. Areas that are considered out of scope for this workstream include, but are not limited to, the following:

* DW components and features implementation
* Planning, design and implementation of build management
* Management of solution implementation resources
* Solution component build estimates
* Implementation of remediation activity recommended in quality review findings.
* Review and assessment of delivery resources on the project
* Implementation of unit, functional, integration, performance, capacity and load testing
* user acceptance testing planning and implementation
* release management planning & implementation
  + 1. Assumptions

The following assumptions apply to the workstream:

* An agile like delivery framework will be implemented and managed by Customer
* Each development sprint will be roughly 3-4 weeks in duration and will consist of backlog planning, design, build stabilization and release activity
* A separate quality assurance workstream will be implemented in parallel with the development sprints to implement functional, integration, performance, and scale testing
* The implementation team will be experienced with SharePoint Online development and Azure development. Logical designs and design guidance will assume the reader has this expertise and ability to implement approaches documented.
* Findings from quality assessments will be reviewed on a weekly basis and Customer will implement remediation plans to address issues reported
  + 1. Work Products and Deliverables

The following table displays a list of the key work products (sign-off not required) and service deliverables (sign-off required) that will be produced for this workstream.

Table 9: Work Products and Deliverables

|  |  |  |
| --- | --- | --- |
| Item | Description | Requires Sign-Off |
| Sprint logical design | Whiteboard drawing, visio documents and other informal communications outlining the recommended approach to implement features in the sprint. | No |
| Implementation quality review assessment findings and recommendations | PowerPoint presentation outlining the observations, findings and recommendations from weekly assessment of build and test activity and deliverables | No |

1. Timeline

It is estimated that this engagement will be performed according to the timeline that is depicted in the following figure. The actual timeline for this engagement will be relative to the Project start date, and all dates and durations that are provided are estimates only.

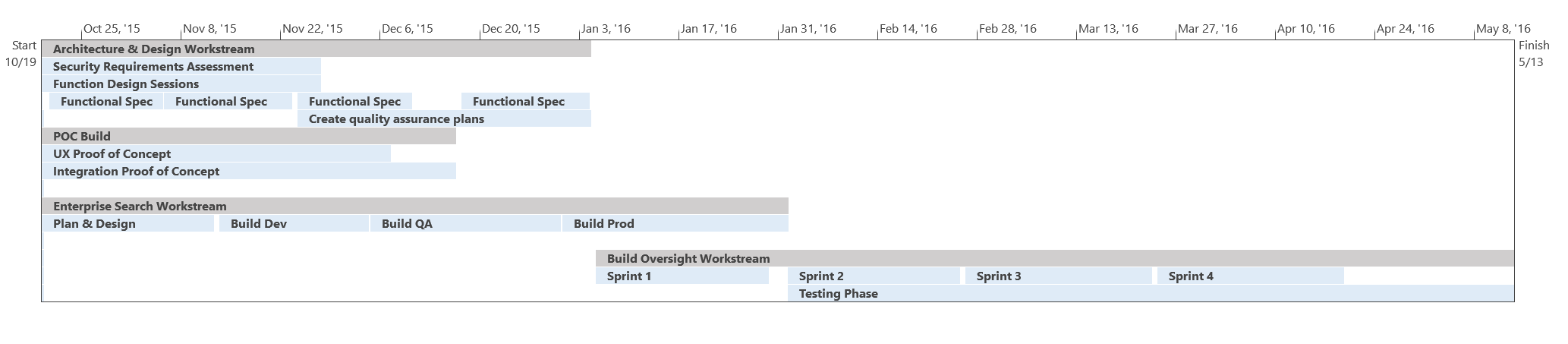


Figure 1: Engagement Timeline (Estimate)

1. Defect Assessment and Resolution

During testing, Customer and Microsoft will jointly agree on solution related defects and their priority. The Microsoft team will fix all in scope P1 and P2 defects. Defect priorities are shown in the following table.

Table 10: Defect Priorities

|  |  |
| --- | --- |
| Defect Priority | Description of Priority |
| P1 | * Showstopper defect. Development, testing, or production launch cannot proceed until the defect is corrected. * Must fix as soon as possible. Defect is blocking further progress in this area. * Solution cannot ship and the project team cannot achieve the next milestone. |
| P2 | * Defect must be fixed prior to moving to production. * Does not affect test plan execution |
| P3 | * It is important to correct the defect. However, it is possible to move forward into production using a workaround. * Does not impact functionality as designed (i.e., Message change in user experience program). |
| P4 | * Feature enhancement or cosmetic defects. * Design change from original concepts. |

**Note:** P3 and P4 defects will be logged and Customer may choose to schedule their remediation either by change request, via the Change Management Process described in Section *11.4* of this Statement of Work, or during a subsequent release. P3 and P4 defects will not be corrected by default under this Statement of Work.

**Note**: Product bugs and design change requests (DCR) are not in scope. Product related issues must be addressed separately through Premier support.

1. Software Products / Technologies

The products listed in the table below are required to deliver this project. Customer is responsible for obtaining all required licenses and products.

Table 11: Software Products/Technologies Required

|  |  |  |  |
| --- | --- | --- | --- |
| Product/Technology Item | Version | Purpose/Description | Required By Date |
| Desktop Browser | IE11  Current Chrome Build  Safari (Snow leopard or later) | The client solution will implement modern HTML5/CSS/JS6 techniques and frameworks to implement the SWP modern user experience envisioned | Start of the program |
| Mobile Browser |  |  |  |
| Office 365 Pre-Production Tenant | E3 | Pre-production testing of team collaboration and portal features | Start of the program |
| Pre-Production Azure Services Subscription | Current | Hosts application components for portal build | Start of the program |
| Office 365 Production Tenant | E3/E4 | Provides production Office 365 services and host the DW | Start of the program |
| Production Azure Services Subscription | Current | Provide production application services for Office 365 and the DW portal | Start of the program |
| APIGee | Current | Provides API management and request proxy capability to connect to on-premises systems from Azure | Start of the program |
| Kaltura | Current | Video Platform implemented by Customer. | Start of the program |

* + 1. Integration and Interfaces

The following system integration interfaces are in scope.

Table 12: Integration Interfaces Scope

|  |  |  |
| --- | --- | --- |
| Interface Name | Description of Scope | Responsibility |
| Azure Services | Integration of Azure services with Office 365 to support application functionality in SharePoint Online for the integration proof-of-concept.  Envisioned Services include:   * Azure Active Directory * Azure Web Sites * Azure Service Bus * Azure Worker Roles * Azure Cache * Azure Table Storage * Azure Queue Storage | Customer to provide Azure Subscription, Microsoft to configure |
| APIGee | Provides API management and request proxy capability to connect to on-premises systems from Azure | Customer to provide and configure |
| Kaltura | Provides published video streams which will be displayed in HTML5 video controls in the portal. No API level integration is planned. | Customer to provide and configure |

* + 1. Environments

The environments listed in the table below are required to deliver this project. The party listed is responsible for establishing the environment in the location specified and by the time noted.

Table 13: Required Environments

|  |  |  |  |
| --- | --- | --- | --- |
| Environment | Location | Responsibility | Ready by |
| Development Office 365 environment | Microsoft | Microsoft | Start of the program |
| Azure Development Environment | Microsoft | Microsoft | Start of the program |
| Test Office 365 environment | Microsoft | Microsoft | Start of the program |
| Azure Test Environment | Microsoft | Microsoft | Start of the program |
| Pre-Production Office 365 Environment | Customer | Customer | Start of the program |
| Pre-Production Azure Environment | Customer | Customer | Start of the program |
| Production Office 365 Environment | Customer | Customer | Start of the program |
| Production Azure Environment | Customer | Customer | Start of the program |

1. General Areas Out of Scope

Any area that is not explicitly listed as “within 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:

Table 14: Areas Out of Scope

|  |  |
| --- | --- |
| Area | Description |
| Program Management | Management of the overarching program including but not limited to financial management, stakeholder management, program communications and project/workstream cross dependency management. |
| Project Management | Management of risks, issues, and tasks in day to day delivery beyond the management of Microsoft resources on the project |
| Product Licenses | Product licenses (Microsoft or non-Microsoft) will not be provided under this Statement of Work. Customer is responsible for acquiring all necessary product licenses required as a result of this Statement of Work. |
| Hardware | Hardware will not be provided under this Statement of Work. Customer is responsible for acquiring all necessary hardware |
| Process re-engineering | Design of functional business components of the solution unless specifically included in scope and delivered by MCS Operations Consulting staff. |
| Office 365 Pro Plus planning and deployment | The program will not address any activities related to Office client tool planning and deployment. |
| Browser compatibility planning and testing and remediation | The program will not perform any kind of assessment or perform any remediation activity to deploy browser compatible with Office 365 or correct browser compatibility issues in Office 365 or any Customer application |
| Implementation of any custom solution other than the Digital Workplace Portal | The program will not assess, plan, design build and/or deploy any custom application into Office 365 other than the Digital Workplace Portal as outlined in this statement of work |
| Desktop remediation | Any issues related to desktop configuration will not be addressed by the program. |
| Mobile Device Management | The program will not address activities related to planning, procuring, configuring and/or deploying mobile device management software |
| Native Mobile Application Design and Development | Planning, design and implementation of native mobile applications of any kind |
| Office 365 Tenant Provisioning | The program does not include activities for provisioning any Office 365 tenant. It is assumed Customer has provisioned Office 365 and will provide pre-production and production tenants for workload and solution deployment |
| Exchange Online | The program does not include activities related to planning, provisioning, configuration, management, governance, operations for Exchange Online. The program does not include migration of any mailbox to or from Exchange Online |
| One Drive for Business | Any activity related to planning and deployment of OneDrive for Business |
| Skype for Business | Any activity related to planning and deployment of Skype for Business |
| Desktop Remediation | Any activity related to planning and implementation of remediation activity for the desktop including but not limited to: desktop upgrade, browser compatibility and desktop configuration management |
| Content Migration | No project within this statement of work includes any activity related to content migration of any kind into any environment. |
| Adoption & Change Management Support | Customer will engage its own Organizational Change Management resources in areas of strategy, planning and execution for the O365 Program. |

1. Knowledge Transfer and Documentation

During all phases of this engagement, Microsoft consultants will work closely with Customer’s Team to support the knowledge transfer to key people in the organization that will be operating the new system. The goal of knowledge transfer is to help team members support, build on, and use the system; and then facilitate support and subsequent development.

Microsoft uses a combination of documentation, embedded resources from other teams, and knowledge transfer sessions to accomplish this goal. Knowledge Transfer sessions do not include development of formal training materials or delivery of such training.

*Table 15: Knowledge Transfer and Documentation*

|  |  |  |
| --- | --- | --- |
| Knowledge Transfer Type | Delivery | Approach Description |
| Documentation | Ongoing | Complete documents detailing the features, designs, testing and operational use of the major components. These documents provide the requisite recorded history. |
| Embedded Resources | Ongoing | To expedite knowledge transfer, members of the Support and Development Teams participate as members of the team, providing them firsthand knowledge of the systems to be supported and built on. |
| Knowledge Transfer Sessions | As needed | To supplement documentation and embedded sessions, we use knowledge transfer sessions. |

1. Engagement Governance

Program Governance is the fundamental aspect of the discipline that creates both the structure and practices to guide the Program and provide senior-level leadership, oversight, and control. Strategically, it encompasses the relationship between the oversight effort and the enterprise's overall business direction. It also encompasses all the decision-making roles and responsibilities involved in executing the Program effort.

Customer and Microsoft will jointly confirm the Program Governance during the Initiate Phase of the Program

* 1. Executive Steering Committee

The Program Sponsor and Executive Steering Committee provides overall Customer managerial oversight and strategic direction setting for this Program. The Steering Committee is responsible for providing guidance and removing barriers for the Project Team and assists with progressing the Program forward by supplying resources and directional feedback. The Executive Steering Committee will consist of key executive business and/or IT sponsors.

The Executive Steering Committee guides the Program, confirms solution benefits for Customer, and provides a roadmap for the future. This committee consists of key stakeholders from Customer and Microsoft; with senior management from Customer providing committee oversight and direction. The committee is formed at the onset of the Program, and members arbitrate Program issues that are escalated to them, approve Change Requests, and lead the strategic direction of the Program.

The Executive Steering Committee is responsible for the following:

* Making decisions on the Program’s strategic direction
* Serving as the final arbiter of Program issues (see Escalation Process)
* Approving significant Change Requests that are material to the Program
* Authorize funding and schedule changes

The Customer Executive Steering Committee members will be identified during Program initiation. The Microsoft Steering Committee participation will be from the Engagement Manager, and the Program Architect.

The Executive Steering Committee meeting cadence will be determined during this phase, but at a minimum, the Steering Committee will hold meetings on a monthly basis and Microsoft will be accountable for the meeting minutes. The Customer Program Manager and the Microsoft Engagement Manager will share joint responsibility for reporting status to the Steering Committee.

The following table depicts the Executive Steering Committee charter, meetings, and key decisions.

Table 16: Executive Steering Committee Responsibilities

|  |  |
| --- | --- |
|  | Executive Steering Committee |
| Charter | * Provide sponsorship for the Program * Champion the goals of the Program * Approve any significant change of scope * Provide strategic direction and set overall success criteria for the Program * Review Program progress and direction; recommend corrections at key checkpoints * Remove roadblocks to Program success * Make decisions on Program strategic direction * Serve as the final arbiter of Program issues * Provide dispute and conflict resolution as part of the escalation process |
| Meetings | * Monthly Meetings: Key Stakeholder Steering committee members commit to regular and recurring attendance and participation to fully enable effective partnering, decision making, resource access, and allocation and issue resolution. Topics covered typically include: * Program status, progress, issues and change control * Dependency Management * Contract Compliance * Urgent Issue Escalation Resolution (escalated to Customer Executive Steering Committee by e-mail, with phone follow-up as required) |
| Key Decisions | * Decisions on strategic direction, escalations and significant change requests * Issue resolution for issues related to the following: * Other projects outside the scope of this Program where there are dependencies for systems, data, functionality or resources * Access to Customer personnel, information, or decisions within any in-scope areas, which if unresolved would negatively impact completion of defined scope or schedule * Access to Microsoft personnel, information, or decisions within any in-scope areas, which if unresolved would negatively impact completion of defined scope or schedule |

* 1. Program Communications

We employ a formal process to facilitate communication during the Program. Vehicles for this communication are:

* A weekly status report and weekly status meeting
* The Microsoft Project Manager and Program Architect in conjunction with Customer’s Program Manager and Project Manager, compile status reports to distribute to Customer and Microsoft management
* Meetings to review overall status, the Program schedule, risks and open issues noted in the status report
  1. Program Change Management

Program Change Management is the process of recording, evaluating, budgeting, and authorizing scope changes during an engagement. Because of the potential impact to time, cost, and quality, the parties must mutually agree upon any change that occurs before work begins.

At the outset of the Program, Microsoft and Customer jointly confirm the details of the Program Change Management process. We maintain a log of all change requests and their status.

* 1. Change Management Process

During the engagement, either party may request, in writing, additions, deletions, or modifications to the staffing or services described in this statement of work. These changes may be made with a “Change Request” in the form attached hereto as Exhibit 1 and the related Customer Change Order. A “Change Order” is an amendment of a Purchase Order which reflects any changes agreed upon in the applicable Change Request.

For all Change Requests submitted to the Customer Program Manager, regardless of origin, Microsoft shall submit to the Customer Program Manager a standard Change Request Form, which shall describe the proposed change(s) to the Program, including the impact of the change(s) on the Program scope, schedule, fees, and expenses. The Change Management Process that will be employed is defined below. Both parties agree to follow this process and to use the Change Request Form.

* Identify and document
* Assess impact and prioritize
* Estimate required effort
* Approve/Reject
* Assign responsibility
* Monitor and report progress
* Communicate change resolution

For all Change Requests which Customer originates, Microsoft shall have five (5) business days from receipt of the Change Request to research and document the proposed change, and prepare the Change Request Form.

The parties acknowledge that it is important to process change requests as quickly as possible in order to maintain the schedule. Customer has (5) business days from your receipt of a completed Change Request Form to accept the proposed change(s) by signing and returning the Change Request Form, if Customer does not sign and return the Change Request Form within a 10 business days the Change Request will be deemed rejected and Microsoft will not perform the proposed change(s). If this change requires escalation to the Customer Executive Committee, Customer shall target an additional three (3) business days for acceptance.

No change to this Program shall be made unless it is requested and accepted in accordance with the process described in this section. Microsoft shall not perform or commence work in connection with any proposed change until a Change Request Form and associated Change Order is approved and signed by the authorized approvers from both parties.

* 1. Issue/Risk Management Procedure

The Microsoft Project Manager will work with the Customer Program Manager to identify issues and risks, and develop mutually agreeable risk mitigation plans for high priority, high impact risks. The maintenance of the Program Issues List and Risk Management Plan will be the responsibility of the Microsoft Project Manager. Issues and Program risks are routinely discussed and reviewed during status meetings and tracked on the Program Team site. We use the following general procedure to manage active issues and risks during the Program.

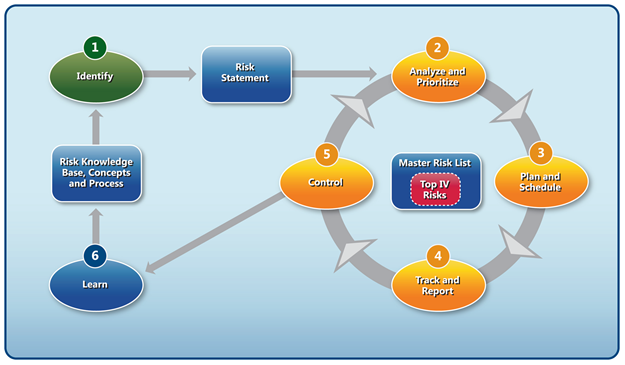


Figure 2: Our proven Issue and Risk Management Process assures potential Program risks are identified and resolved.

* **Identify:** Identify and document Program issues (current problems) and risks (potential events that could impact the Program)
* **Analyze & Prioritize:** Assess the impact and determine the highest priority risks and issues to actively manage
* **Plan & Schedule:** Decide how to manage high-priority risks, and assign responsibility for risk management and issue resolution
* **Track & 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

We monitor and reassess active issues and risks on a weekly basis. Mutually agreed upon issue escalation and risk management processes are confirmed at the outset of the Program.

1. Service Deliverable Acceptance Process

At specified milestones throughout the Program, we deliver completed project service deliverables for Customer’s review and approval. Except as otherwise set forth in this Introduction and Overview, Service deliverables should be accepted or rejected within five (5) consecutive business days from the time of submittal. Service deliverables shall be deemed accepted in the absence of review or response of acceptance within this specified time. Feedback supplied after the acceptance period is evaluated as a potential change of scope and shall follow the Change Management Process outlined in this document.

The table below describes the Service Deliverable Acceptance Process.

Table 17: Service Deliverables Acceptance Process

|  |  |
| --- | --- |
| Step | Description |
| Step 1: Submission of Service Deliverables | The Microsoft Project Manager, or his designee, prepares a Service Deliverable Acceptance Form and forward it with the respective service deliverable to the Customer Program Manager or Customer designee for consideration. |
| Step 2: Assessment of Service Deliverables | The Customer representative determines if the service deliverable is complete and meets the requirements as defined in the SOW. Additional work on, or changes to, an accepted service deliverable requested by Customer are managed through the Change Management Process. |
| Step 3: Acceptance/Rejection | After review, Customer accepts the service deliverable (by signing and dating the Service Deliverable Acceptance Form) or provides a written reason for rejecting it, and returns the Service Deliverable Acceptance Form to the Microsoft Team. If we receive feedback from multiple Customer representatives, the Customer Program Manager or designee consolidates that feedback before delivering it to the Microsoft Team. Service deliverables shall be deemed accepted in the absence of review or response of acceptance within this specified time. |
| Step 4: Correction of Service Deliverables | Microsoft corrects in-scope problems found with the service deliverable and addresses the correction of out-of-scope changes according to the Change Management Process. Microsoft submits a schedule for making changes to the service deliverable within two (2) business days of receiving a rejected Service Deliverable Acceptance Form. Once Microsoft corrects all previously identified in-scope problems, the service deliverable are deemed accepted. |
| Step 5: Monitoring and Reporting | The Microsoft Project Team tracks service deliverable acceptance and includes updates on service in the status report and in the status meeting. Service deliverable acceptance issues that cannot be resolved are elevated to the Executive Steering Committee. |

1. Project Completion

Microsoft will provide services defined in this SOW to the extent of the funding for hours of services and period of performance specified in the Work Order. If Customer requires additional services, a modification to the contract will be executed by the parties adding funding through the Change Management Process.

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

* All In Scope tasks, and Service Deliverables are completed; or
* All funding has been utilized for hours of services delivered and expenses incurred; or
* The period of performance has expired; or
* The Work Order is terminated pursuant to the provisions of the agreement.

1. Program Organization and Staffing
   1. Program Organization Structure

This section describes the overall project organization structure, reporting relationships, and key project roles.

The project will be organized as depicted in the following diagram.



*Figure 3: Project Organization Structure*

* 1. Program Roles and Responsibilities

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

* + 1. Customer Program Roles and Responsibilities

The following table highlights key resources required for the Customer DW Program, and an approximate percent of time commitment to this Program.

Table 18: Customer Program Roles and Responsibilities

|  |  |  |
| --- | --- | --- |
| Customer Role | Responsibilities | Project Commitment |
| Executive Sponsor | * Reviews and approves key Program decisions, assists in escalating unresolved issues, and clears roadblocks | <5% |
| Customer Program Sponsor | * Makes key Program decisions, assists in escalating unresolved issues to the Executive Steering Committee, clears Program and Project roadblocks | 5-10% |
| Customer Program Manager | * Primary point of contact for Microsoft team * Responsible for managing and coordinating the overall Program delivery. * Manages day-to-day activities of the Program (customer resources). * Coordinates the activities of the team according to the Program Master Plan | 100% |
| Customer Project Manager(s) | * Accountable for the administration of the overall Program and assists the Microsoft and Customer Program/Project Managers with content development for status, tracking risks and issues, development of the Executive Steering Committee draft content, and manages the weekly Program Management meeting cadence. * Responsible for managing and coordinating Program-related activities for their respective SOWs * Responsible for resource allocation, risk management, Program priorities, and communication to Program Management Team * Manages day-to-day activities of the Program * Coordinates the activities of the team to provide deliverables according to the Project Schedule | 100% |
| Customer Architects | * Help coordinate Program related activities with the Project team * Secure availability of resources for the Project * Coordinate Communications to the Program Management team | 20% |
| Customer Business Decision Makers - BDM(s) | * Responsible for driving project requirements where applicable * Responsible for participating in demos and reviews where applicable * Responsible for prioritizing project feature backlog items where applicable | 10% |
| Customer Technical Decision Makers - TDM(s) | * Responsible for providing technical requirements where applicable * Responsible for reviewing and approving technical artifacts where applicable * Responsible for prioritizing project feature backlog items where applicable | 25% |
| Customer Build Staff | * Conducts build activities and produces deliverables which are identified as Customer responsibilities | As specified in the project plan |

* + 1. Microsoft Program Roles and Responsibilities

We have carefully defined the roles and responsibilities applicable to this Program to support on time delivery and complete customer satisfaction.

Table 19: Microsoft Program Roles and Responsibilities

|  |  |  |
| --- | --- | --- |
| Microsoft Role | Responsibilities | % Full-Time |
| Microsoft Services Executive Sponsor | * Responsible for the overall relationship between Microsoft Consulting Services and Customer | NA |
| Microsoft Services Account Delivery Executive | * Overall responsibility and decision authority for effort execution within the Microsoft team. The ADE will manage the overall satisfaction with the engagement and initiate post-engagement satisfaction survey process. * Accountable for engagement delivery and quality * Primary contact for customer satisfaction escalations * Manages all engagement resources, Program budget and invoicing * Facilitates internal Microsoft communications and review * Attend executive reviews with the Executive Steering Committee * Provides input and coaching of relevant decisions throughout engagement * Resolves issues when escalated | 50% |
| Solution Architect | * Responsible for the overall technical direction and strategy for the consulting services provided by Microsoft * Responsible for DW DW design deliverables and deliverable quality assurance * Subject Matter Expert in SharePoint Online and Azure Solution Architecture * Communicates engagement progress to the Customer Program Sponsor * Primary escalation point for strategic and technical issues * Main interface for Customer security, risk and compliance design requirements | 100% |
| Quality Architect | * Responsible for drafting delivery quality plans and quality reviewing artifacts produced by build teams * Subject matter expert in build quality testing processes | 100% |
| Enterprise Search Architect | * Responsible for designing the Hybrid Enterprise Search Architecture * Subject matter expert in SharePoint Enterprise Search | 100% |
| Project Architect / Leads | * Subject matter experts and leads in the areas specific to the project they are assigned * Primarily responsible for design and technical decisions * Manages technical risk and issues | As required |
| Consultants | * Responsible for the delivery of consulting services as specified by project scope | As Required |

1. General Customer Responsibilities and Project Assumptions
   1. General Customer Responsibilities

In addition to any Customer activities identified elsewhere in this SOW, Customer will perform or provide the following:

* Provide suitable work spaces with desks, chairs, telephones.
* Provide LAN connections giving the Microsoft onsite team access to the Internet and e-mail.
* Provide access to all necessary Customer work sites, systems logon and passwords as well as material and resources as needed and as advised by us in advance.
* Assume responsibility for management of all non-Microsoft managed vendors.
* Provide access with proper licenses to all necessary tools and third party products required for Microsoft to complete its assigned tasks.
* Acquire and install the appropriate server capacity required to support the environments as defined in the scope section of this SOW.
* Review and sign-off on service deliverables as specified in each project definition in accordance to the service deliverable acceptance process
  1. Program Assumptions

The Services, fees, and delivery schedule for this project are based on the following assumptions:

* The standard work day for the project is between 8:00 AM and 5:00 PM local time where the team is working, Monday through Friday, except for scheduled holidays.
* In performing services under this SOW and the applicable Work Order, Microsoft will rely upon any instructions, authorizations, approvals, or other information provided by Customer’s Project Manager or personnel duly designated by Customer’s Project Manager. All estimates regarding fees, timelines and our detailed solution are based on information provided by Customer to date.
* Microsoft’s resources and Microsoft’s subcontractors’ resources may perform services remotely or on-site from Microsoft facilities, Customer facilities, or Microsoft’s partner’s facilities.
* Informal knowledge transfer will be provided throughout the project. Informal knowledge transfer is defined as Customer’s staff working alongside Microsoft staff. No formal training materials will be developed or delivered as part of informal knowledge transfer.
* If the project schedule requires Microsoft’s resources and/or Microsoft’s subcontractors’ resources to perform dedicated services at Customer’s site on a weekly basis, Microsoft resources will typically be on-site for 3 nights/4 days; arriving on Mondays and leaving on Thursdays.
* All work products and deliverables created in Microsoft Office will be delivered to Customer in Office 2010 compatibility mode where applicable.
* Customer provides all licensing and conducts all procurement necessary per plans and designs. Design of any service, configuration, feature or customization which requires additional licensing will be the responsibility of Customer to procure.