# Statement of Work

# Halliburton Scheduling Solution Design & Development

Authorized Start Date: **December 1, 2023**

This SOW incorporates the terms and conditions of the Master Services Agreement between Deloitte LLP, for and on behalf of its function-specific subsidiaries, and Halliburton Energy Services, Inc. (“Halliburton”) dated as of April 1, 2022 (the "Agreement"). For the purposes of this SOW, Company shall be Deloitte Consulting LLP (“Deloitte Consulting” or “Company”). Except as expressly stated otherwise herein, this SOW incorporates all the terms and conditions of the Master Services Agreement No. 9610054103.

# Consultant Services Description

Halliburton wants to implement a new Salesforce Scheduling platform, utilizing Salesforce Field Service standard objects, in conjunction with their broader S/4HANA transformation. As part of this initiative, Halliburton has the following objectives:

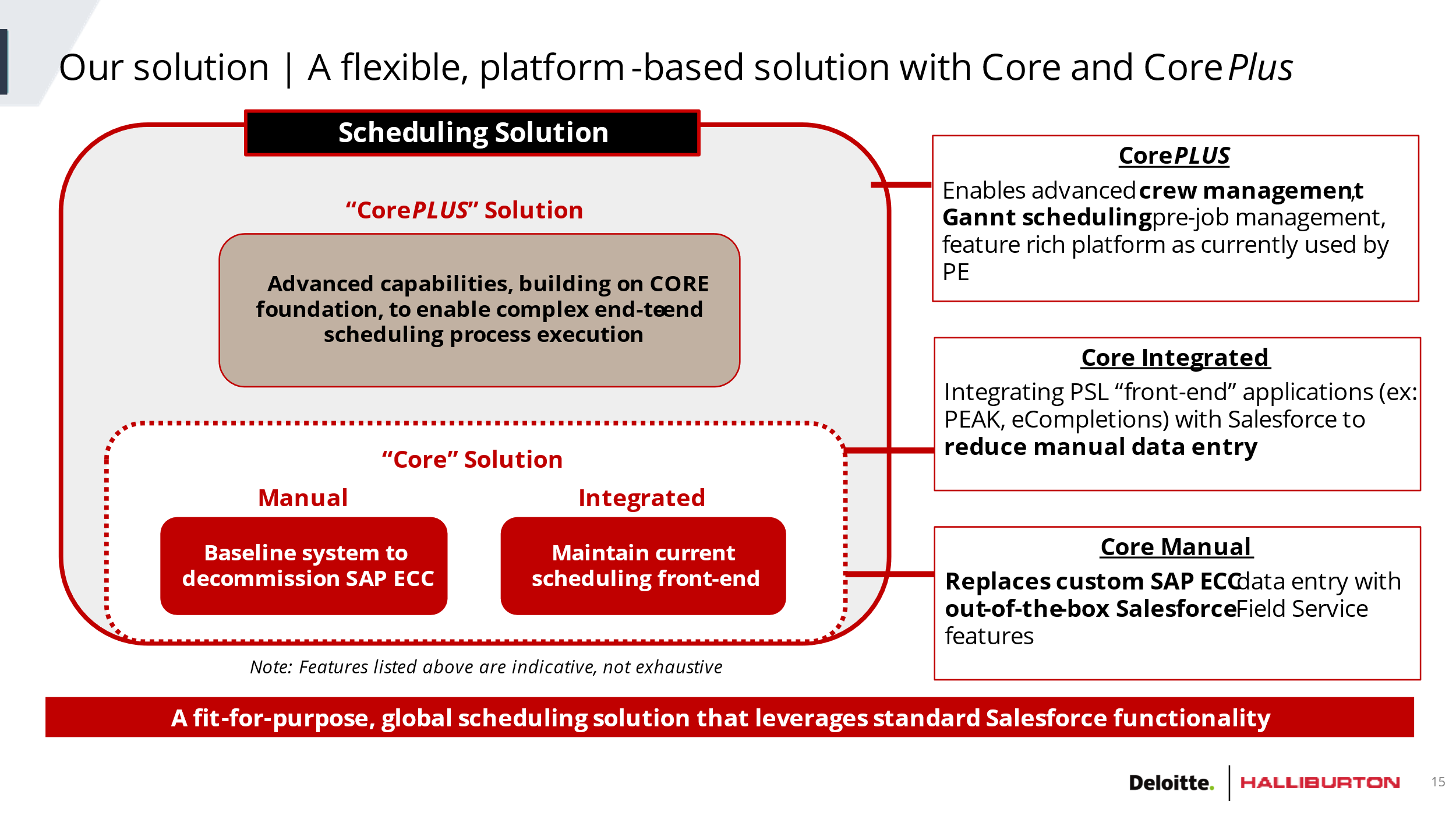
* Perform detailed design and implementation of a new Salesforce Field Service centric scheduling solution in tandem with the ongoing S/4HANA & OTC NextGen deployments in Canada, LATAM and the US.
* Execute a pilot of the new Scheduling Solution for 9 PSLs in Canada (PE, PS, AL, HCT, HDBS, Sperry, Wireline, Baroid, and CMT).
* Replace custom SAP ECC data entry for Canada by removing dependency on custom Z-Tables & T-Codes related to scheduling.
* Align project timeline with S4 program for Canada go-live for development, systems integration testing (SIT), user acceptance testing (UAT) and production cutover.

To execute this project, Halliburton is engaging Deloitte Consulting to design and implement the Salesforce Scheduling solution through a multi-release approach. The scope of this SOW is the R1 (Canada Pilot) release.

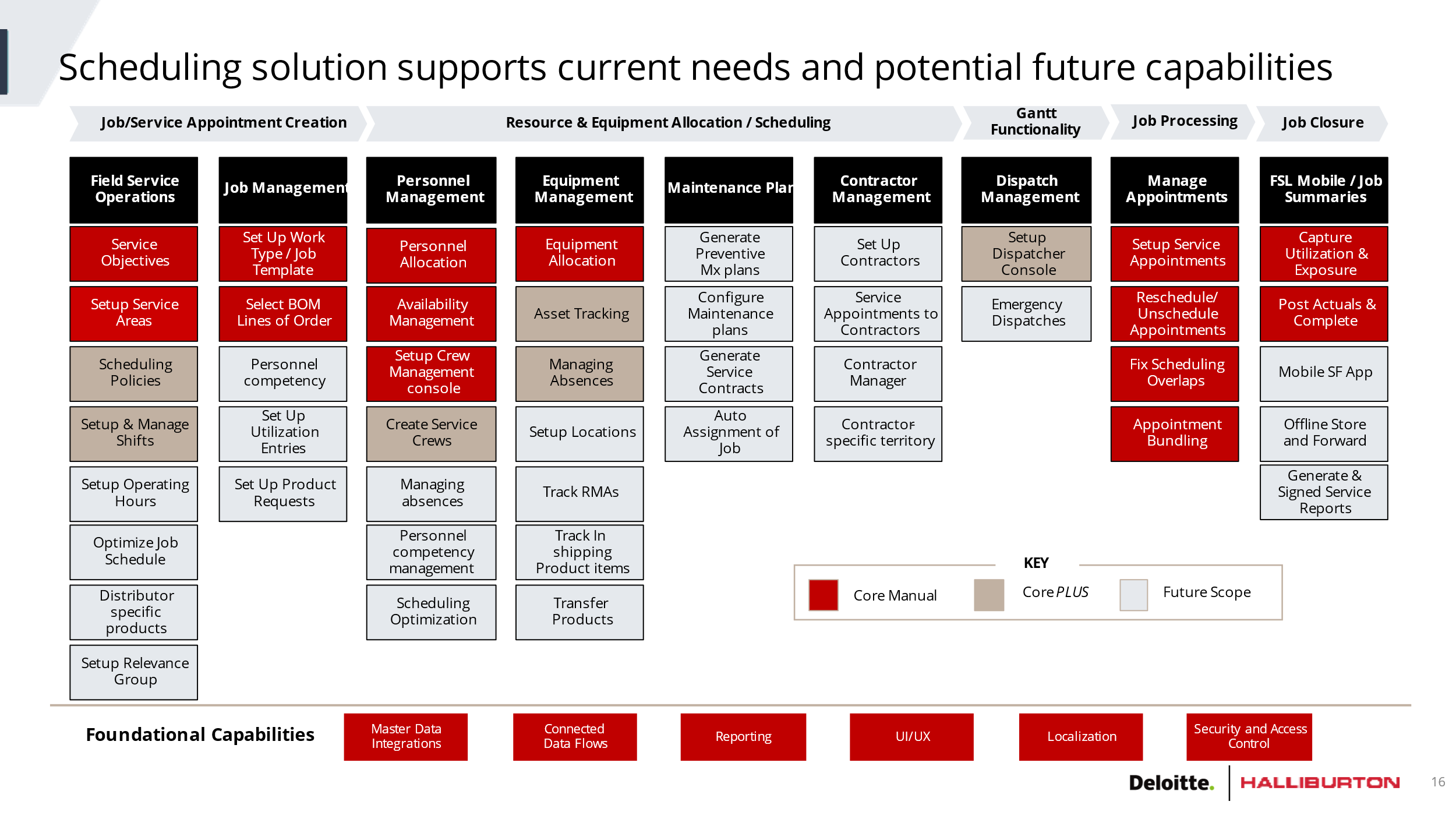
The work is expected to start on **December 1, 2023,** with an expected completion date of **September 20, 2024**.

# Scope Understanding

The functionality has been broadly classified into three distinct solution models: Core Manual, Core Integrated and Core*PLUS* as shown below.



The capability map below outlines the scope of key Salesforce Field Service capabilities that will be enabled as part of this implementation.



Deloitte Consulting will provide functional and technical resources to lead and manage the design and implementation, associated activities, and to create deliverables as defined in this SOW.

# Design & Implementation Scope

This engagement includes implementation for Release 1 (R1) for Canada pilot. Future releases can be contracted separately between Halliburton and Deloitte Consulting. The detailed timeline for R1 release is depicted in the “Project Timeline” section below.

The table below outlines the design and implementation scope, within the boundaries of which, the Services will be performed by Deloitte Consulting as part of this SOW.

## R1 Scope - Core Manual Foundation Build and Canada Pilot

|  |  |
| --- | --- |
| Scope Area | Scope |
| Applications being Replaced | * Dependency on SAP ECC Z (Custom) T-Codes related to Scheduling activities SAP ECC Z (Custom) Tables related to Scheduling activities SAP ECC Front-End for Scheduling activities for Canada PSLs. |
| PSLs | * Production Enhancement * Wireline * Cementing * Baroid |
| Currencies | * USD – US Dollar * CAD – Canadian Dollar |
| Geographies/Locations | * Canada |
| Transactions | * Scheduling Activities * Post Actuals & Complete |
| Knowledge Transfer | * Technical design will be added to the user stories acceptance criteria. * Technical Knowledge transfer session with Halliburton IT team – up to three (3) sessions, up to two (2) hours each |
| Application Languages | * English |
| Data Migration | * Current SAP ECC ZTables data (Open, In Progress, Upcoming Scheduling Activities) * Historical Data will not be migrated. |
| Integrations | * Standard REST APIs provided from Salesforce for front-end systems to pull data. * Standard REST APIs from Salesforce to SAP |
| User Management | * Current Roles/Profiles defined in SFDC instance. * Approx. 61 users |
| Hypercare Support | * Four (4) Weeks of Level 2 Support\* |

\*Level 2 Support: Investigate and perform service restoration. Perform break-fix resolution, root cause analysis, configuration changes, security changes and other associated tasks.

## R1 Scope - Core Integrated Foundation Build and Canada Pilot

|  |  |
| --- | --- |
| Scope Area | Scope |
| Applications being Replaced | * SAP ECC front-end for Post Actuals & Complete activities related to scheduling for Canada PSLs. |
| PSLs | * Sperry – PEAK * Wireline – PEAK * Artificial Lift – (Summit Knowledge) * Cementing * HCT – (eCompletions) * HDBS – (PEAK) |
| Currencies | * USD – US Dollar * CAD – Canadian Dollar |
| Geographies | * Canada |
| Transactions | * Scheduling Activities |
| Knowledge Transfer | * Technical design added in user stories acceptance criteria. * Technical Knowledge transfer session with Halliburton IT team – up to three (3) sessions, up to two (2) hours each |
| Application Languages | * English |
| Data Migration | * Scheduling data (Open, In Progress, Upcoming Scheduling activities between current front-end systems (Peak (Appian), Summit Knowledge (Appian), Smart Scheduling) for in scope Canada PSLs. Historical data will not be migrated. |
| Integrations | * Standard REST APIs provided from Salesforce for front-end systems to pull data. |
| User Management | * Current Roles/Profiles defined in SFDC instance. * Approx. 61 users |
| Hypercare Support | * Four (4) Weeks of Level 2 Support\* |

## R1 Scope - CorePLUS Foundation Build and Canada Pilot

|  |  |
| --- | --- |
| Scope Area | Scope |
| Applications being Replaced | * Dependency on SAP ECC Z (Custom) T-Codes related to Scheduling activities SAP ECC Z (Custom) Tables related to Scheduling activities SAP ECC Front-End for Scheduling activities for Canada PSLs. |
| PSLs | * Production Enhancements * Product Solutions |
| Currencies | * USD - US Dollar * CAD – Canadian Dollar |
| Geographies | * Canada |
| Transactions | * None |
| Document Generation | * Up to 5 Document Templates |
| Knowledge Transfer | * Technical design added in user stories. * Technical Knowledge transfer session with Halliburton IT team – up to three (3) sessions, up to two (2) hours each |
| Application Languages | * English |
| Data Migration | * Master data restructure from SAP ECC ZTables to Salesforce |
| Integrations | * Repoint existing integrations from SAP ECC to SAP S4. |
| User Management | * Current Roles/Profiles defined in SFDC instance. * Approx. 61 users |
| Hypercare Support | * Four (4) Weeks of Level 2 Support\* |

# Scope of Services

The following Services are in-scope for this engagement:

## Program Management

Deloitte Consulting will monitor and track progress of the implementation, schedule and manage the Deliverables for the SOW. Deloitte Consulting shall provide weekly status reports to the project delivery team describing activities during the preceding period, including, the status of activities (with an explanatory narrative when appropriate) and identification of risks, outstanding issues, and risk mitigation.

The status reports will be communicated to:

* Steering / Governance Committee – twice a month (during design phase), monthly (during build phase) via scheduled meetings.
* Program Leadership (PMO) – once every week scheduled meetings unless mutually agreed a weekly email for a given week.
* Project delivery team – once every week scheduled meetings unless mutually agreed a weekly email for a given week.

The activities to be performed by Deloitte Consulting are:

* Identify the engagement team for the project and complete applicable on-boarding activities prior to the start of the engagement.
* Manage and execute program communications, status reporting for Scheduling Solution comprised of Salesforce Field Service.
* Facilitate standup meetings and provide weekly reporting on project progress, risk, accomplishments, issues.
* Review Deliverables to assess conformance to the specification defined in the SOW.
* Participate in Steering/Governance Committee meetings and provide status updates of Deliverables.
* Manage issues, risks, and reporting process for the Deliverables.
* Organize the Steering/Governance Committee meetings on a bi-weekly/monthly basis and provide bi-weekly/monthly status updates.
* Manage issues, risks, and report progress for the overall Program.
* Manage deliverables, communications, status reporting, resource management for Deloitte Consulting resources.

The activities to be performed by Halliburton are:

* Schedule the onboarding activities – Security badges (as required), system and network access and communications within the first two weeks of the engagement. Any delays in this will impact the Project timelines and involve a change order to compensate for the delay.
* Drive engagement of Halliburton Stakeholders for the overall Program.
* Manage deliverables and resource management for resources and other third parties including Salesforce, SAP, and any off/onshore non-core resources on Project.
* Manage non-core stakeholder communications for Halliburton & third parties.
* Work with functional and technical leads to identify risks, action items and address issues with support from Deloitte Consulting Delivery Lead.
* Complete the review and acceptance process of Deliverables in accordance with the Deliverables Acceptance Process defined herein.
* Support alignment of third-party resources for existing front-end systems to Deloitte team for accurate and timely responses to inquiries and system functionalities/requirements gathering.
* Assist Deloitte in obtaining third party support for existing front-end systems and integrations to Halliburton SAP ECC & restructuring of said integrations to Salesforce via REST API.

## Application Design

Deloitte Consulting will conduct design sessions and develop detailed design for Halliburton’s Scheduling Solution functionality focused on R1 Scope:

1. Core Manual Foundation Build and Canada Pilot
2. Core Integrated Foundation Build and Canada Pilot
3. Core*PLUS* Foundation Build and Canada Pilot

The system architecture and elements required to configure the Scheduling Solution will be defined for a global scheduling solution, with implementation focused on Canada.

The activities to be performed by Deloitte Consulting are:

* Define detailed design across the Scheduling Solution that incorporates future state process flows based on personas, functional & technical architecture design, application design; requirements validation; sprint plan development and testing design.
* Detail design will consist of developing business and technical acceptance criteria of User Stories developed during the discovery and design phase.
* Identify and develop the functional and technical specifications key capabilities to be enabled, role-based security, and develop a testing strategy. Deloitte Consulting will record all the functional and technical system decisions in the user stories.
* Conduct Design Review workshops with Halliburton Subject Matter Advisors (SMAs) to validate the future state system through user stories.

The activities to be performed by the Halliburton Program delegate are:

* Drive participation of Halliburton Business Process Owner (PO) and Halliburton team for the required meetings/workshops/design sessions.
* Arrange for Halliburton SMAs to participate, collaborate and review deliverables presented by Deloitte Consulting per agreed timelines.
* Arrange for Halliburton SMAs to provide subject matter guidance and inputs during detail design sessions.
* Arrange for Halliburton SMAs to participate in Business Acceptance Testing (BAT) and User Acceptance Testing (UAT).

## Application Configuration

Build team will refer to the user stories to perform system build activities and configure the Salesforce Scheduling Solution (Field Service), integration in scope systems outlined in Appendix A. The configured system will address process design requirements, field requirements, data-flow structures, functional capabilities, security structure and required technical architecture specifications.

The activities to be performed by Deloitte Consulting are:

* Perform sprint-based build for the Functional Design for Salesforce Scheduling Solution (Field Service) and integrations to SAP S4. Any design changes identified after the user story is approved will result in change orders to be reviewed and approved by the Steering/Governance Committee.
* Perform iterative/sprint-based build activities outlined in the user stories and conduct end of sprint Business Acceptance Testing (BAT).
* Build system integrations based on requirements defined in the integration user stories.
* Perform unit testing of the configured work products and in-scope process/workflows, capability enablement and system integrations.
* Prepare use cases and perform system integration testing for the Salesforce Scheduling Solution (Field Service) and system integrations.
* Perform unit and system testing using Halliburton provided cutover data and publish test results.
* Migrate the Metadata and data from Build / Test environments to the Production environment.

The activities to be performed by the Halliburton Program delegate are:

* Confirm availability of the Salesforce Field Service instance, associated licensing & software application in the Sandbox, Development, Test and Production environments including access for authorized Deloitte Consulting personnel.
* Provide access to HDF, RUBI, OTC Hub, Compass, Salesforce Field Service (SFS), SAP ECC & SAP S4, and any other applications needed to perform the work.
* Inform Deloitte Consulting about any planned system outages with at least 1-week prior notice.
* Schedule Halliburton SMAs to provide subject matter guidance and inputs during Build Review Sessions to Deloitte Consulting.
* Make available key business resources for end of sprint Business Acceptance Testing (BAT) sessions.

## ****Testing and User Acceptance Testing****

Three (3) cycles of testing will be performed before Go-Live which includes two (2) System Integration Testing (SIT) cycles and one (1) User Acceptance Testing (UAT). Deloitte Consulting will be responsible to prepare and execute the test strategy and test plan for Unit testing and SIT with support from Halliburton SMAs before releasing the system for UAT. Testing activities will comply with Halliburton IT ASG QA Testing CoE standards including Testing Planning, Test Plan Creation, Test Case preparation/execution, Defect Management, and Test Reporting. Halliburton IT ASG QA Lead will provide oversight for the Project.

Halliburton will support Deloitte Consulting’s preparation of UAT Plan, which will contain sub-plans to detail the processes and procedures to be performed. Deloitte Consulting shall provide Halliburton with representative user acceptance test scripts including positive and negative scenarios, which can be further enhanced by Halliburton stakeholders, as needed, to test the end-to-end system functionality.

Halliburton personnel will perform a “hands-on” functional test of the completed system in accordance with specifications set forth in the UAT Plan. Deloitte Consulting will collect feedback and adjustments to system resulting from the UAT process.

Defects logged during UAT will be classified, documented, and corrected by Deloitte Consulting (only related to Deloitte Consulting deliverables). Any new or changed design requirements determined during the UAT will be reviewed as a Change Order.

The activities to be performed by Deloitte Consulting are:

* + Prepare Unit and System Integration Test Plan using Halliburton IT ASG templates.
  + Prepare UAT Test Plan.
  + Lead Halliburton SMAs to perform UAT activities based on the UAT Plan and scripts presented by Deloitte Consulting per agreed timelines and acceptance criteria. Advise the Halliburton on the acceptance of the test scripts and test results.
  + Prepare test scenarios per user story, with the guidance of Halliburton SMAs, to test the product functionality and lead the Halliburton SMAs to execute the scripts.
  + Review findings of UAT.
  + Fix defects related to Deloitte Consulting-configured work products.
  + Coordinate with Halliburton SMAs to prioritize the defects logged during UAT.
  + Lead the Halliburton SMAs to retest the system post defect fix.

The activities to be performed by the Halliburton are:

* + Review and approve the UAT Plan presented by Deloitte Consulting.
  + Support Deloitte Consulting in organizing UAT sessions and ensure the presence of Halliburton SMAs.
  + Set expectations, execute, coordinate, and communicate with stakeholders about the UAT process.
  + Drive the prioritization and impact assessment to the timeline and budget in case new requirements or design changes. Any such situation will result in a Change Order.
  + The results of UAT will be communicated to the Steering/Governance Committee via UAT Execution and Test Results for a formal signoff of the configured Salesforce CPQ application, and in-scope integrations.

## ****Data Migration****

Data migration activities will be initiated early in the implementation cycle. The scope of data migration activities for this project is solely for the Canada pilot.

Data migration will be a two-step process. Initially a sample of twenty-five records will be loaded and validated. Once the results are satisfactory for twenty-five records, the full data load will be performed. If there is an issue reported, twenty-five loaded records will be rolled back. Halliburton will also extract sample data from the Legacy system and provide to Deloitte Consulting team to support build and testing activities.

The activities to be performed by Halliburton are:

* + Halliburton will be responsible for extracting data from its systems (such as SAP) and providing cleansed data to support Build, Testing and Go-Live activities to Deloitte Consulting
  + Provide sign-off of data migration activities.
  + Extraction of base data from legacy systems and load into a mutually agreed upon data staging tool.
  + Provide delta data extracts of transactional data where necessary.
  + Address data issues in source data (such as missing field, incorrect data type, etc.)
  + Perform data transformations in data staging area to address data issues so clean data is loaded into the target environment.

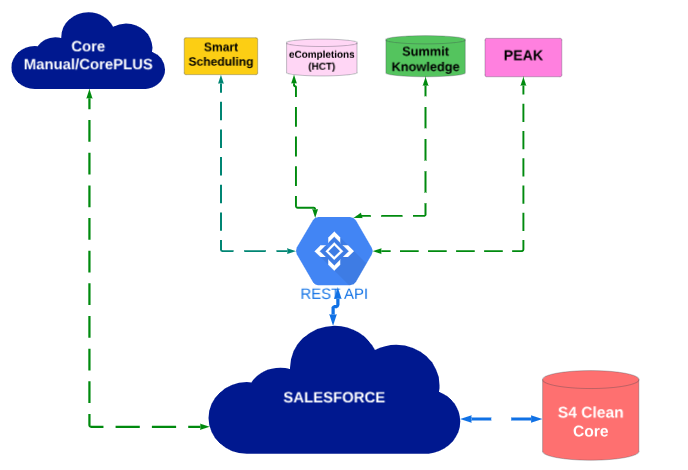
The activities to be performed by Deloitte Consulting are:

* + Migrating data from data staging platform to the new Salesforce scheduling platform objects.
  + Migrating data from Development to Testing to Production environments.
  + Providing field mapping between the source and target system related to Data Migration.
  + Data loading and preparation of Data load files into the target Salesforce environment

## ****Integrations****

The proposed system architecture diagram below shows the connections between the different systems in the Scheduling Solution (Salesforce Field Service) ecosystem.

Deloitte and Halliburton will jointly develop system integration specifications for integrations between Salesforce and SAP.

**Proposed Future State System Architecture** 

Deloitte Consulting will be responsible for designing and configuring Salesforce Webservices and Endpoints for integration between Salesforce and other systems.

Haliburton will be responsible for the configuration of Middleware, build of integrations needed by external systems, and documentation and support on existing web services and integrations.

## ****Reporting and Analytics****

The activities to be performed by Deloitte Consulting are:

* Up to 5 dashboard components will be created in Salesforce Org to view the Scheduling related information.
* Salesforce based reporting will utilize out of box reports only for scheduling data residing in Salesforce. There will up to 20 standard report types created to support the Scheduling dashboards.
* The filter and view criteria for such reports will be defined during the design sessions and the requirements will be provided by Halliburton.

## ****Hypercare Support****

Deloitte Consulting will provide application support for Salesforce Field Service ~~&~~ Integrations to applications up to four (4) weeks period post Go-Live. During this 4-week period, Deloitte Consulting will be responsible for addressing Critical\* or High\* severity rated defects as defined. Sign-off of Hypercare closure will be contingent on closure of these Critical or High severity defects. Any additional support will be provided based on Change Order. The L2 hypercare support will be provided 24x7 during the hypercare period.

*\*A critical defect would be considered as something that impacts the functionality of the system/downstream processes without any manual workaround and needs to be fixed immediately*

*\*A high defect would be considered as something that is impacting the functionality of the system/downstream processes but there is a manual workaround, that would need to be fixed to reduce the manual process before closure of hyper-care*

The activities to be performed by Deloitte Consulting are:

* Post-production support to address customer queries, troubleshoot software bugs (based on delivered scope and configured application) and process flow issues.
* Provide L2 support related to any defects on configured & delivered functionality for Salesforce Field Service System Integrations.
* Hypercare will be provided during standard business hours based on US Central Standard Time, 5 days a week for 4 weeks.
* Deloitte Consulting will be responsible for any Salesforce Field Service & integrations to application-based defects (L2 support) as part of Hypercare.
* Provide knowledge transfer to Halliburton resources (functional design, technical design, system architecture, support processes associated with Salesforce Field Service and System Integrations).
* Define Knowledge Transfer plan during the end-to-end testing cycle 1 with expected sessions to be no more than 5 and each session no longer than 2 hours each throughout the project.

The activities to be performed by Halliburton are:

* Assign Halliburton SMAs to be trained to provide application support for the production environment.
* Establish the communication protocol for issue escalations.
* Triage support requests / defects and perform L1 issue resolution.

# Out of Scope

* Activities, scope, and deliverables not specifically listed in this SOW.
* PSLs, regions and applications not specifically listed as in-scope in this SOW.
* Any language not supported by the selected platform.
* SOX / FASB / IASB Compliance related requirements.
* eSignature set up and configuration.
* All CRM capabilities such as Leads, Accounts, Contacts and Opportunity.
* Any configurations, customization or development in S4 / SAP platform
* Assessment of current state organization.
* Development of organization operating model.
* Development of High-Level or Detailed Organization Design.
* Development of Organization Transition Approach.
* Development of Learning Storyboards, Simulations & Videos or Web-Based Learning courseware.
* Loading learning content into an LMS or other sustainable learning solution.
* Change management activities.
* Legacy data migration from SAP for closed jobs.
* Development of functionalities not related to operational scheduling.
* Data migration and enabling integrations for other countries (Only Canada is in scope).
* Decommissioning of SAP ECC tables is out of scope of this effort. The dependent Z-tables and T-codes can only be decommissioned once all future phases are complete, and countries migrated to the new scheduling solution.

# Deliverables

Deloitte Consulting is responsible for the production of specific Deliverables listed below. Deloitte Consulting’s ability to provide the Deliverables pursuant to this schedule will be dependent upon the availability of Halliburton resources and responsibilities as defined in this SOW. All Deliverables will be presented to the Halliburton delegate for review and approval according to the Acceptance Criteria (Acceptance Criteria only applies to Documents/Items marked as “D” in the table below):

## R1 Deliverables

| **Document** | **Description** | **Format** | **Halliburton**  **Responsibility** | **Deloitte Consulting Responsibility** | **A/W/D\*** | **Acceptance Criteria** |
| --- | --- | --- | --- | --- | --- | --- |
| Project Plan | The Project Management Plan represents a vital project management document created during mobilization and maintained throughout the life of the project. It is a plan for how the engagement is organized and how it will be executed, monitored, and controlled. | MS Excel, MS word, MS Project Plan | Secondary | Primary | W | Defines the activities, deliverables, responsibilities between Deloitte Consulting and Halliburton for the duration of the project |
| RAID – Risks Log | The RAID (Risks, Action, Issue, and Decision) Log is a MS-Excel list used to log, analyze, and manage project risks, action items, issues, and decisions throughout the life of this Project | MS Excel | Secondary | Primary | A | Walkthrough completed with Halliburton SMAs |
| Change Order Log | The Change Order Log is a SharePoint or MS-Excel list used to log, analyze, and manage Project Change Orders through this Project's defined change control process | MS Excel | Secondary | Primary | A | Walkthrough completed with Halliburton SMAs |
| Project Status Report | The Project Status Report provides a recommended PowerPoint template that can be used to report weekly project progress and performance for this Project. Details of the status reports, frequency and distribution will be determined in the first week of the Define Phase of the Project | MS PowerPoint | Secondary | Primary | W | Walkthrough completed with Halliburton SMAs |
| User Stories | Create user stories and acceptance criteria to document functional and technical specifications for all the core applications of Salesforce and Field Service solution that are in scope | Halliburton Agile Tool | Secondary | Primary | D | Halliburton Product owners have signed off |
| Integration Mapping | Create integration mapping between source and target systems that are determined to be in-scope by Project Management | MS Excel | Secondary | Primary | D | Halliburton Technical team have signed off |
| Data Dictionary | Create data dictionary for the objects that will be used in the Scheduling Solution system | MS Excel | Secondary | Primary | D | Halliburton Technical team have signed off |
| Data Conversion Run Book | Documented field mappings, transformation logic and load templates | MS Excel | Secondary | Primary | W | Halliburton Technical team have signed off |
| Unit Testing | Conduct Unit Testing using acceptance criteria in user stories for the Salesforce and Field Service solution | Halliburton Agile Tool | Secondary | Primary | A | Testing completed by Deloitte QA and user story handed over for testing to Halliburton product owners |
| Business Acceptance Testing (BAT) | Conduct Business Acceptance Testing (BAT) using acceptance criteria in user stories for the Salesforce and Field Service solution | Halliburton Agile Tool | Primary | Secondary | A | Halliburton product owners complete testing and documents results and pass the user stories and test scripts |
| Configured System | Salesforce Field Service configuration & integrations to systems per details outlined and accepted in the user stories | Application | N/A | Primary | D | System walkthrough completed with Halliburton SMAs |
| Source Code | Source code for customizations, Apex classes and triggers and integrations will be checked in to Halliburton’s code repository. | TFS | N/A | Primary | W | Code review completed and checked in to TFS |
| Test Plan | Test plan will be developed to inform the approach that will be followed to deliver all types of testing. | Word | N/A | Primary | W | ASG IT aligned and Signed-off the test plan |
| Test Scripts | Test scripts (manual) for system testing for each sprint and user acceptance testing will be documented in Halliburton’s standard SW tools | TFS | Secondary | Primary | D | Walkthrough completed with Halliburton SMAs |
| Testing Status Reports | Provide testing status report following Testing COE guidelines (e.g., daily progress, end of UAT, and end of project) | Email, Word | N/A | Primary | W | ASG QA review and sign off |
| User-Acceptance Test Strategy and Plan | The User-Acceptance Test Strategy and Plan deliverable defines how user acceptance testing will be performed for this Project by outlining the objectives, responsibilities, and testing timeline. This document will also include details of the entire user acceptance testing process from test and facilities preparation, data to be used for testing as well as documentation of the identified user acceptance test scenarios | MS Excel & MS Word | Secondary | Primary | D | ASG IT aligned and Sign off the test plan |
| User-Acceptance Test Scripts Execution and Test Results | The User-Acceptance Test Execution refers to test scripts execution by the identified Business and IT users. All feedback and test results to be documented and presented to the project leadership of the Project | MS Excel | Secondary | Primary | A |  |
| Final Data Load | Execute workflows for the final load of data into the Salesforce CRM, Field Service and systems integrations | Data load into Salesforce CRM, Salesforce CPQ | Secondary | Primary | A |  |
| Go/No-Go Criteria | Use a checklist to review Scheduling Solution with Halliburton SMAs | MS Excel | Secondary | Primary | A |  |
| Deployment Plan | A detailed plan for deployment of Salesforce and Field Service solution to production | MS Excel | Secondary | Primary | W | Walkthrough completed with Project Team |
| Knowledge Transfer | Scheduling Solution systems technical knowledge transition for Salesforce and Field Service solution | Meeting | Secondary | Primary | A | Walkthrough completed with Project Team |

\* A-Key Activity, W-Work Product, and D-Deliverable

\*\* Primary – Accountable & Responsible; Secondary – Consulted, Providing Support or Informed

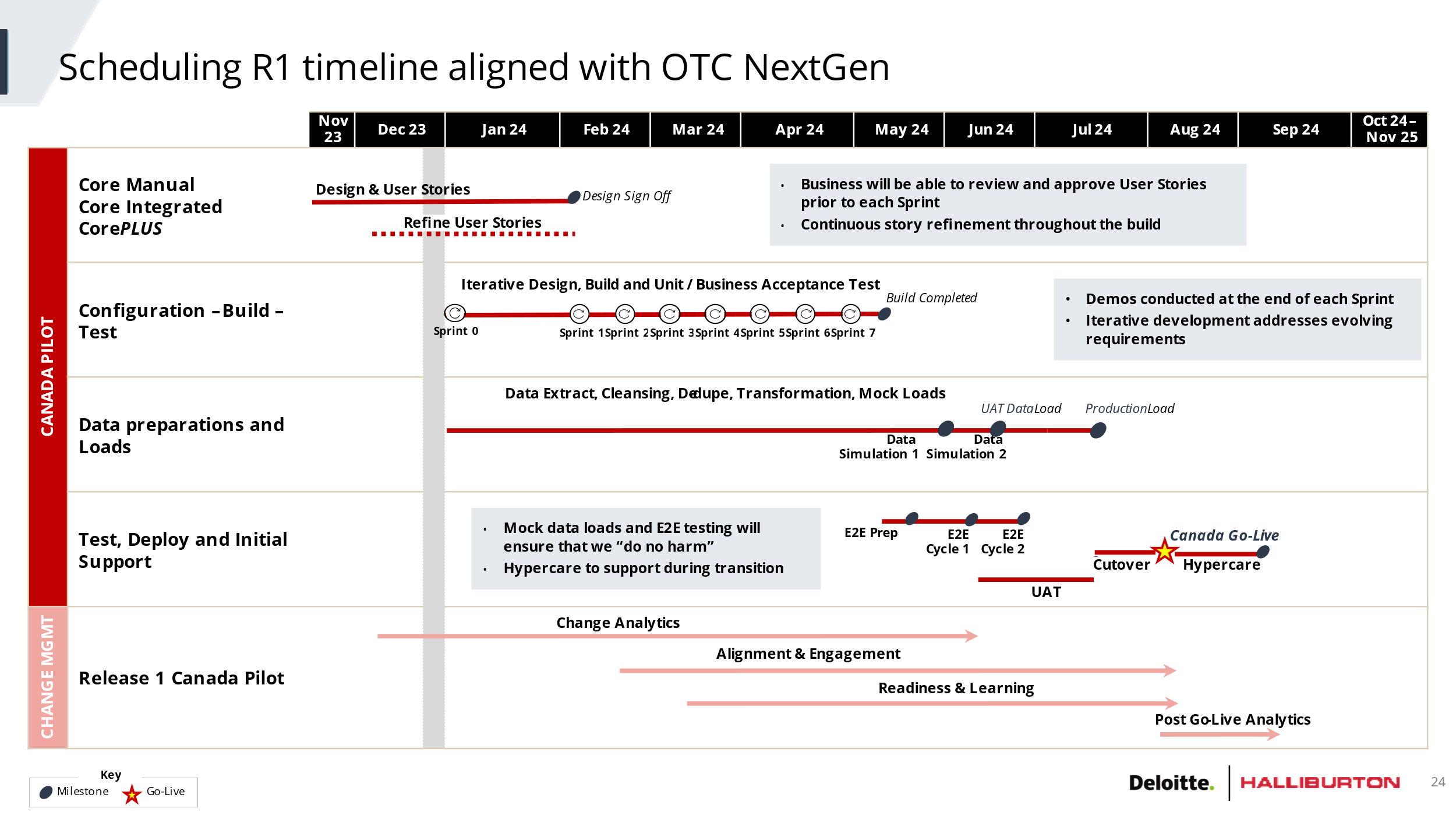
All items designated above as Deliverables, and which are the primary responsibility of Deloitte Consulting shall be reviewed and approved by Halliburton as set forth in this SOW. Key Activities and Work Products are not Deliverables, and are not subject to the formal Acceptance Process in this SOW.The Acceptance process is in accordance with Section 1.9, “Approval of Deliverables” of the Agreement, provided that the following supersedes the time period set forth in Section 1.9(a) for review and approval of a Deliverable by Halliburton:

* Halliburton will approve each Deliverable that conforms in all material respects with the specifications for the Deliverable set forth in this SOW within five (5) days from its receipt of a Deliverable.

# Project Timeline

The following illustration outlines the timeline for the implementation scoped within this SOW:

## Implementation Timeline: Release 1 (R1)



This timeline is based on a start date of December 1, 2023. Any delays or changes to scope will result in a change to the timeline and/or scope of the engagement.

In addition, the project timeline above and associated fees are based on alignment with the S4 program timeline for the Canada pilot. Changes to the timeline outside of Deloitte's control such as delays or extension of S4 program timeline that result in extension of scheduling team will be handled through a Change Order.

# Staffing

The following illustration defines the program staffing structure for both Halliburton and Deloitte Consulting:

## Halliburton Roles and Responsibilities

|  |  |  |  |
| --- | --- | --- | --- |
| Area | Role | Responsibilities | Level of Engagement |
| **Program Leadership** | Program Sponsor | * Provide strategic, executive-level guidance on program direction. * Serve as the ultimate point of escalation for Halliburton-related issues. | Part-time |
| **Program Management** | Delivery Manager | * Co-manage overall project delivery activities with Deloitte Delivery Lead. * Facilitate review and approval of deliverables with Halliburton business and ASG teams. * Address Halliburton related issues impacting project progress & timelines. * Review overall project status, risks & issues and provide guidance for resolution. * Manage escalated issues in coordination with Deloitte Consulting’s’ Delivery Lead. * Escalate unresolved program issues to program sponsor. * Manage / execute communications with Halliburton stakeholders. * Manage communications with non-project / non-core stakeholders. | Part-Time |
| **Product Management** | Product Owner(s) | * Lead discovery process sessions and own a specific process thread. * Coordinate across teams to formulate a holistic vision of end-to-end processes and products. * Prioritize user stories for the assigned process thread. * Participate actively in process/user story working sessions and develop acceptance criteria. * Capture requirements and user stories. * Support sign-off from business and IT on functional and technical design documents and other deliverables. * Support end of sprint Business Acceptance Testing. * Support UAT. | Part-Time |
| **Process Configuration** | Process Owner(s) | * Support process sessions, user story creation, and acceptance criteria development. * Participate actively in process/user story working sessions. * Prioritize and confirm user stories covering Halliburton business scenarios. * Approve the developed test scripts and cases in conjunction with Halliburton QA Lead. * Escalate program issues to program managers if/when appropriate. * Identify key impacted stakeholders. * Map end users to roles. * Co-facilitate change network meetings. * Own delivery of all communications. * Facilitate review and approval of Deloitte Consulting deliverables. * Support Change Adoption and Readiness. * Support UAT. | Part-Time |
| Process SMA(s)  Business Side | * Support process sessions, user story creation, and acceptance criteria development. * Assist in validating test scripts and cases. * Escalate program issues to program managers if/when appropriate. * Participate in end of sprint Business Acceptance Testing. * Support UAT. | Part-Time |
| **Technical Team** | Application Admins | * Provide org access to Deloitte Consulting team. * Provide expertise on data domain values and meaning. * Assist in data migration validation. | Part-Time |
| Integration & Middleware Leads | * Provide existing data architecture diagrams. * Participate in Data migration sessions. * Validate Middleware for Inbound and Outbound integrations from SFDC and SAP. * Develop the technical architecture and data mappings for in scope integrations to Middleware. | Part-Time |
| QA & Testing Lead | * Develop testing strategy for integration, regression, performance and UAT testing cycles. | Part-Time |
| Configuration Lead | * Support flow of documentation to the Deloitte Consulting team such as price book(s) and configuration rules. * Provide guidance on release approach related to different SFDC instances. | Part-Time |
| Enterprise Tech Architect | * Review the architectural design and provide technical oversight. * Serve as the first point of escalation for technical issues. * Facilitate resolution of technical issues through the Halliburton technical team. * Escalate program issues to program managers if/when appropriate. | Part-Time |

## Deloitte Consulting Roles and Responsibilities

|  |  |  |  |
| --- | --- | --- | --- |
| **Area** | **Role** | **Responsibilities** | **Level of Engagement** |
| **Program Leadership** | Lead Engagement Partner | * Maintain overall responsibility for Deloitte Consulting’s work and quality. * Address Deloitte Consulting-related issues impacting project progress and timeline. * Manages escalated issues in coordination with Haliburton Program Sponsor. | Part-time |
| **Program Management** | Delivery Lead | * Lead overall engagement and delivery. * Provide overall project governance. * Mitigate challenges and impediments throughout overall program duration. * Work closely with the track leads and review project health and provide guidance as needed. * Work closely with the process and technical track leads and review project health and provide guidance as needed. * Document project scope, create project estimate, project plan and track schedule/milestones. * Define project RACI, engage relevant stakeholders and schedule project kick-off. * Conduct Business Requirements gathering sessions, oversee user story creation and obtain approvals. * Conduct weekly project meetings and monthly steering committee meetings. * Manage project scope and deliverables. * Obtain test plan and test scripts. * Coordinate Develop/Build/Configure product activities. | Part-Time |
| Offshore Lead | * Manage overall delivery from core Offshore team. * Communicate potential risks / gaps in the delivery. * Review project health and provide guidance as needed. | Part-Time |
| **Process Configuration** | Functional Manager | * Leads the functional process and solution design for the scheduling processes. * Provides solution options, lead POCs for critical and challenging issues. * Conducting workshops with stakeholders for the detailed design of scheduling processes. * Works with the business to prioritize requirements and plan sprints. * Authors user stories based on requirements gathered in the design sessions and owns the process of reviewing and obtaining approvals from product owners. * Helps Product Owners to manage Product Backlog. * Tracks progress of user stories. * Coordinate and monitor development activities between on-site resources and offshore development teams. * Drives communication within the Scrum Team. * Facilitates Sprint Retrospective. * Provide updates to the Executive Committees as needed. | Full-Time |
| Functional Consultant | * Develops materials for the design sessions. * Documents Features and User Stories. * Facilitates scrum meetings daily. * Works with the business to refine the user stories before build can start. * Reviews and refines test scripts for E2E testing, UAT, etc. * Works closely with the development team (technical team) to ensure the solution built is as per functional design and specification. * Tests user stories as they are built and work with developers to fix issues. * Supports BAT sessions with the Product Owners and Business stakeholders. * Conduct Sprint Demo sessions at the end of each sprint to ensure alignment with key stakeholders including business. | Full-Time |
| Salesforce FSL / APEX Developers | * Perform the configuration in the system per the Functional and Technical Design. * Perform Unit Testing. * Support User Acceptance Testing, defect fixes and addressing any configuration related issues identified during UAT. * Provide inputs for correct sizing of user stories. * Analyze user stories in detail, provide high-level technical design. * Coordinates with functional teams and business to ensure user stories are built correctly. * Unit Tests user stories as they are built. | Full- Time |
| **Technical Team** | Technical Architect | * Manage overall architecture of the configured application, architecture design and build activities. * Lead overall solution and extensions built during the implementation. * Guide Technical team to develop the solution per the technical design. * Conducting technical workshops with IT team to perform analysis of data flows and integrations. * Participate in Business requirements and Functional Design workshop. * Coordinating and collaborating with scheduling functional teams, stakeholders, and vendors for technical capability analysis. * Drives technical workshops and interviews with stakeholders to design future state technology platform. * Owns the development of proposed future state architecture and technology landscape. | Part-Time |
| Technical Consultant | * Lead the overall day-to-day technical workshops. * Drives the integration mapping discussion and owns the deliverables. * Drive the data dictionary creation for all objects. * Develop source-to-target systems’ mapping. * Assist Technical team to develop the solution per the technical design. * Participate in Business requirements and Functional Design workshop. | Full- Time |
| Data/Integration Developers | * Build interfaces within systems to integrate with the upstream and downstream systems via middleware application. * Build interfaces/routines based on the source-to-target systems’ mapping per the technical design. * Provide transformation logic to the middleware team when required. * Build data migration routines to transform and load data into SFDC. * Analyze data extracts provided by Halliburton Technology data team. * Provides guidelines and templates for transformation of source data into the format needed in Salesforce. * Perform detailed data analysis, transformation, field mapping based on the structure of the source data and destination data structure. * Loads data into the destination system and shares insights on successful and failed records. * Works with the functional and technical teams to ensure that the new solution meets the data model. * Provides reports to leadership to build confidence on data quality. | Full- Time |
| **Testing** | QA Testers | * Coordinate with Technology team for Test environments and Test Data. * Work closely with scrum and testing team members to develop the Test Plan and strategy. * Build and execute Test scripts for system, integration regression and user acceptance. * Conduct UAT and coordinate sign off. * Comply with ASG Testing COE standards. * Develop test plan and detailed test cases based on Acceptance criteria of the user stories. * Develop test scripts for different testing cycles such as E2E/SIT and UAT. * Perform thorough testing of each user story after it is developed by the developers, and before it can be delivered for functional or business testing. * Log defects and manage them to closure. * Perform retesting as needed of closed/fixed defects. | Full-Time |
| **SMA (Subject Matter Advisor)** | Industry SMA | * Provide process guidance and best practices for the oil field services industry processes. | Part-Time |
| SAP/S/4 SMA | * Provide technical guidance on SAP objects/tables and best practices to the technical team. | Part-Time |

# Fees and Expenses

Halliburton will be billed $2,400,000 (fixed fee) for professional services provided in this SOW. This amount represents the total fee of $2,500,000 minus $100,000 from the planning phase SOW. This fixed fee does not include any expenses, which will be billed based on actual out of pocket costs as incurred.

Halliburton will reimburse Deloitte Consulting for all reasonable expenses incurred in performing the Service, including travel and lodging expenses. Deloitte Consulting assumes that the project team will be working remotely for the duration of this implementation. However, in situations where in-person (which will include travel, lodging, and associated expenses) presence of project resources are agreed upon mutually, any associated expenses will be reimbursed by Halliburton to Deloitte Consulting. Such expenses are estimated to be 10% or less of total professional services fees. Travel will be in accordance with Exhibit F of the Agreement.

Deloitte Consulting will invoice Halliburton in accordance with the Payment Schedule below. Fees and expenses will be paid for as described in Section 5 of the MSA.

## Release 1 Milestone Payment Schedule (does not include travel & expenses)

|  |  |  |
| --- | --- | --- |
| Expected Milestone Date | Payment | Milestone Description |
| December, 2023 | $175,000 | Detailed Sprint Plan Completed |
| January, 2024 | $300,000 | Sprint 1 and 2 User Stories Grooming Completed and Signoff Received |
| February, 2024 | $300,000 | Detailed Design Completed and Signoff Received |
| March, 2024 | $300,000 | Sprints 1 and 2 Completed |
| April, 2024 | $300,000 | Sprints 3 and 4 Completed |
| May, 2024 | $300,000 | Pilot Build Completed(Sprints 5 and 6) |
| June, 2024 | $200,000 | Canada SIT 1 Completed |
| July, 2024 | $200,000 | Canada SIT 2 Completed |
| August, 2024 | $125,000 | Canada Go-Live |
| September 2024 | $200,000 | Hypercare Completed |
| Total | $2,400,000 |  |

The payment schedule is based on the timeline in Project Timeline section of this SOW. If there are any changes that affect the timeline (such as changes to agreed scope and Halliburton resource availability constraints), the payment schedule will be updated to reflect those changes through the Change Order process.

## Program Tools

The Parties have agreed that the following tool(s) will be used by Halliburton and Deloitte Consulting in the performance of the Services. Licenses for these tools will be provided and managed by Halliburton. Halliburton shall have and maintain in effect at all times during the performance of Services by Consultant all rights required for Deloitte Consulting to access and use any software, documentation, technology, platforms or data provided or made available by or on behalf of Halliburton to Deloitte Consulting in connection with Deloitte Consulting’s performance of the Services.

|  |  |
| --- | --- |
| Tool Name | Description |
| Collaboration Tool (Microsoft Teams and SharePoint) | A web-based collaboration platform for Deliverables, and documents including the ability to send messages, share files, and create messaging groups, hosted by Halliburton |
| Microsoft Office | Tools such as Microsoft Word, PowerPoint, Project, Visio, and Excel will be used as needed |
| ADO | Epics / user stories, end-to-end SIT scenarios, test cases, test scripts, test results, defect tracking and release management, hosted by Halliburton |
| Test Management Tool / ADO | Tool to manage the overall test cycles, scenarios, and test scripts hosted by Halliburton |
| DevOps Software for Code Versioning and environment management (Azure DevOps) | DevOps software, Azure will be used for Code versioning and deployment |

# Responsibilities, Assumptions and Acknowledgements

The following section provides a list of assumptions and expectations upon which Deloitte Consulting has relied in agreeing to perform the Services and upon which its fee is based (the “Assumptions”). Any deviation from the Assumptions may affect the fees, expenses, and timelines set forth herein. The table below provides an overview of RACI Matrix for the Key areas listed below:

|  |  |  |
| --- | --- | --- |
| Key Area | Halliburton | Deloitte Consulting |
| Stakeholder Management | R, A | C, I |
| Project Management | C, I | R, A |
| User Story Development | C, I | R, A |
| Acceptance Criteria Development | C, I | R, A |
| Application Design | C, I | R, A |
| Application Configuration | C, I | R, A |
| Application Testing (Unit) | C, I | R, A |
| Application Testing (SIT (Functional Testing), User Acceptance) | C, I | R, A |
| Business Acceptance Testing in Sprints | R, A | C, I |
| User Acceptance Testing | R, A | C, I |
| API Technical Design Requirement Inputs | C, I | R, A |
| API Integration Configuration Inputs | C, I | R, A |
| Middleware Technical Designs | R, A | C, I |
| Middleware Integration Configurations | R, A | C, I |
| Integrations to boundary systems | C, I | R, A |
| Data Migration (Master Data between Orgs) | C, I | R, A |
| IT Administration Knowledge Transfer | C, I | R, A |
| Sample Data (for testing purposes) | R, A | C, I |

# Assumptions

The following assumptions have been used to guide our assumptions on scope, effort estimate, timelines and fees. Beyond the assumptions described in this section, please refer to Appendix A for activity-based estimation and associated assumptions in conjunction to the ones below.

## Design

* Deloitte Consulting will leverage out-of-the-box Salesforce Field Service functionalities and standard integration interfaces with systems wherever possible in this engagement with minimal customization.
* Halliburton will be responsible for representing business stakeholders in solution design decisions.
* Halliburton will be responsible for managing changes for both process and technology beyond Field Service and the functional flow documented in the user stories.
* Halliburton will be responsible for any changes from Boundary systems (e.g., PEAK, Summit Knowledge, Smart Scheduling, etc.) that affect the Scheduling Solution (Salesforce Field Service) and boundary applications within the project timelines; any delays of the same will lead to change in the project timeline.
* Deloitte Consulting team will be responsible for defining and designing Salesforce Security model for Salesforce Field Service schemas/constructs and transactions.
* Halliburton ASG will review/approve the design using the IT Governance process. Any changes required to be performed outside of this security model to support the existing process may lead to change in the project timeline and result in a change order in the project timeline is impacted.
* Any change in the decision leading to rework after the sprint completion will result in a change order.
* Halliburton will provide the project management tools such as Microsoft Suite of products and ADO for tracking user stories.

## Configuration

* The application UI and field values will be displayed only in English language.
* Internet browsers supported by Salesforce are in scope of this implementation. In case of any issues experienced within recommended browsers, it is Halliburton’s responsibility to work with Salesforce to resolve them.
* Halliburton will be responsible for setting up new users and managing across all Salesforce environments.
* Deloitte Consulting makes efforts to leverage “out-of-the-box” solutions. If use cases need extensions/customizations, they will be discussed with Halliburton stakeholders and managed through the program governance process prior to developing customized logic.

## Integrations

* Halliburton ASG Infrastructure team will be responsible for implementation and management of the middleware application.
* Deloitte Consulting will be responsible for the data transformation of the master and transactional information between Salesforce Field Service and SAP S4.
* SAP S4 will be the system of record for customer data, equipment data and order information; this information will be synched periodically to Salesforce Field Service through Middleware.
* Standard REST API interfaces will be used to integrate Salesforce Field Service and SAP S4.
* Salesforce Field Service Scheduling transaction complete data will be pushed into SAP S4. SAP S4 will feed the Order data to Oracle Data Store ODS for consumption by BI.
* Halliburton will provide sample master and transactional data like Customer master, Product Master, Orders, Invoices, Field Tickets, Assets etc. needed for testing various aspects of the build around legacy master data migrations and various interfaces.
* Halliburton will facilitate communications with external vendors; and will provide resources with technical knowledge of legacy systems to support integration development / testing of boundary systems.
* Halliburton will provide the required environment / infrastructure setup prior to the start of build for the integrations, migration, testing, and Hypercare support.
* Solution includes retirement of a maximum of 17 SAP Z tables related to scheduling.
* (Core Integrated) The solution will provide out of the box REST APIs for upstream systems such as Peak, Smart Scheduling, Summit Knowledge and eCompletions. It will be those systems responsibility to point the systems APIs to Salesforce.
* This solution will use standard OOTB REST API for integration, and scope is to expose standard OOTB Rest API for all integration with all other front-end applications for Core Integrated (Peak, Smart Scheduling, Summit Knowledge, eCompletion). More generally, Deloitte team owns the service integration components inside the solution system boundary, and Haliburton owns the components outside the boundary.
* Salesforce to SAP S/4HANA - Haliburton will be responsible to build the required changes/endpoints in SAP S/4HANA and/or SAP PI/PO to push/pull data between Salesforce and SAP S/4HANA either in near-real time or batch integration to support HAL Scheduling requirements.
* Between SAP HANA and Salesforce a maximum of 17 custom z-tables are included in the HAL Scheduling solution. This solution includes only a maximum of up to 50 total interactions/callouts across 16 standard SAP S/4HANA tables between SAP S/4HANA and Salesforce.
* Haliburton will be responsible for integration testing activities related to interacting with front-end applications (Peak, Smart Scheduling, Summit Knowledge, eCompletion), SAP S/4HANA and SAP PI/PO. For Integration testing, Deloitte will be only responsible to make a callout from Salesforce, Haliburton will be responsible to validate the other non-salesforce applications (front-end applications -Peek, Smart Scheduling, Summit Knowledge, eCompletion, SAP S/4HANA and SAP PI/PO).

## Data Conversion & Migration

* Deloitte Consulting is responsible for providing the field mappings between the source (SAP S4), and target systems (Salesforce Field Service).
* Halliburton will be responsible for providing documentation on non-Salesforce system objects/tables/fields and their usage and support Deloitte Consulting in developing the source-to-target mapping.
* Halliburton will be responsible for extracting and cleansing data required to be staged in Salesforce in formats provided by Deloitte Consulting.
* Deloitte Consulting will perform data loads into Salesforce based on data provided by Halliburton.
* Halliburton will be responsible for data validation of data loaded into Salesforce.
* Solution includes migration and setup of up to 100,000 records in Salesforce, this solution will create CSV template for Data Load. Haliburton will export data from the necessary system and fill cleaned data to load in Salesforce.

(a) Up to 25,000 personnel and equipment records

(b) Up to 75,000 records associated with open work orders

(c) Scope does not include legacy data migration from SAP from closed jobs

## Testing

* Deloitte Consulting will be responsible for defining and documenting UAT test scripts with oversight from Halliburton IT ASG QA. Halliburton will be responsible for executing the defined UAT scripts.
* Deloitte Consulting will be responsible for ensuring environments required for testing and training are configured with required code and data before testing and training.
* Environment availability for Middleware and SAP will be the responsibility of Halliburton ASG.
* Resolving all defects related to the customization and configuration of CPI middleware will be the responsibility of Halliburton ASG.
* Halliburton ASG will be responsible for the procuring and setting up environments and other infrastructure required to conduct performance testing of the in-scope applications.
* Deloitte Consulting will not conduct performance testing.
* Performance of the application / technology is the responsibility of the application / technology vendor and resolution of any such issues / defects will be coordinated by the Halliburton team.

## Back Office / ERP

* The target system owner will be responsible for the functional specification development which includes the mapping between Salesforce Field Service and SAP.
* SAP S4 will be the system of record for customer data, equipment data and order information; this information will be synched periodically to Salesforce Field Service through Middleware.
* Standard interfaces will be used to integrate Salesforce Field Service & SAP S4.

## General

* Core solution will utilize the same Data Model as the current Salesforce solution utilized for Production Enhancement (PE)
* Scope of the solution is Canada PSLs that utilize SAP T-Codes and / or Z-Tables
* Deloitte will provide a Data Dictionary of objects and fields that can be utilized to build reports. Scope does not include configuring downstream data reporting applications such as Power BI
* Change management is not part of the scope of the project.
* Deloitte will develop 20 reports and 5 dashboards with standard OOTB Salesforce report.

## User Experience

* Solution will utilize 80/20 rule for user experience - 80% of the screens will be out of the box Salesforce (work order (job), Service Appointment, Assigned Resources, etc.)
* Up to 2 custom screens with LWC will be developed for specific user flows.

## Other

* Delays in S4 program and its associated dependencies not in control of Deloitte Consulting, will lead to extension of Deloitte Consulting’s staff on this project. As such, such extensions of the project will be handled through a Change Order.
* Deloitte Consulting will not be responsible for contracting with the application-providing company (e.g., Salesforce, DocuSign, Oracle, SAP, etc.) for any support or expert services.
* Resources knowledgeable about Halliburton business processes and technical/system will be made available in adequate capacity to the project team, as needed by the project team, to participate in Design, Build, Testing, Deployment and Support phases.
* All the Environment provisioning will be done by Halliburton ASG Team.
* Halliburton is responsible for providing an acceptable level of connectivity to field users to access Salesforce Field Service in the field.
* Halliburton ASG will conduct and gain approvals of application security related items to meet project timelines. Delays that impact the timeline will result in a change order.
* Halliburton will facilitate communications with external vendors; and will provide resources with technical knowledge of legacy systems to support integration development / testing of boundary systems.
* Deloitte Consulting will deliver majority of the work remotely and will be available during standard business hours.
* Implementation will utilize Deloitte Consulting’s Hybrid Agile methodology.
* Halliburton will commit the necessary skilled resources, including business SMAs, Enterprise Architect and management time, as described above, to support the Services, to perform the review and acceptance cycles in a timely manner, and to accomplish the objectives of the Project.
* Deloitte Consulting will not be responsible for delays or additional scope to the extent such delays or additional scope is caused by other in progress Halliburton initiatives.
* Change Order Process will be used to extend Project resources if work or requirements are requested beyond the Terms of this SOW. The Change Order will be scoped, estimated, and submitted during the bi-monthly and monthly meetings with the Steering/Governance Committee for approval. The Change Order should be provided at least one (1) month in advance of the closure of the Project. Change Orders should be signed off within five (5) business days of the receipt of the requests.
* Documentation produced by Deloitte Consulting will be in the U.S. English language only.
* The timely availability of resources from all involved parties (Halliburton, Deloitte Consulting, and Third-Party) is necessary to the completion of the Project al be reviewed by Project Leadership to identify potential risks to the critical path. In the event Halliburton is unable to secure the resources outlined in the Staffing Models, a mitigation plan will be approved by the Steering/Governance Committee no later than three weeks before the required timeline impact.
* Deloitte Consulting will not be responsible delays if there is a dependency on activities outside Deloitte Consulting’s control including but not limited to unavailability of Halliburton’s resources, lack of availability of data, out of scope integrations or system performance. The Halliburton delegate will work with the Steering/Governance Committee to address delays and plan for remedial action. Delays will result in a Change Order.
* Deloitte Consulting will have the right to bring on contract resources as subcontractors for specific skill sets and experience, provided the cost of such additional resources shall not result in any increase in the fees for the Services.
* Code Freeze for this implementation will happen one week prior to start of UAT.
* Halliburton will be responsible for Data Privacy and Data Hosting rules and regulations related to this implementation.
* Enhancements or changes to deployed functionality will not be in scope for the development team.
* Project shutdown for December holidays is assumed from December 25, 2023 – Jan 1, 2024
* Project scope as documented above will remain unchanged, except as otherwise agreed to by Deloitte Consulting and Halliburton in writing. Any change in the above-mentioned scope items will follow the change order process as mentioned in this SOW.
* Halliburton ASG will be responsible for the app installation and installing any software patches and upgrades required for all the environments, including Sandbox, Test, and Production.
* Halliburton ASG will be responsible for all hardware-related activities, wherever applicable.
* International travel is not anticipated for the Deloitte Consulting resources.
* Deloitte Consulting will not have responsibility for the performance of any third-party software. If specifications and/or acceptance criteria or procedures have not been agreed to, they will be promptly agreed to prior to Deloitte Consulting’s completion of the applicable deliverable.
* Halliburton will be solely responsible for all decisions regarding the accounting treatment of any item or transaction (including decisions regarding its compliance with U.S. GAAP and SEC rules and regulations) and acknowledges that the Services do not include the recording of any amounts in Halliburton’s books or records. All amounts derived from the performance of the Services will be reviewed and approved by, and will be the responsibility of, Halliburton’s management.
* The Services may include advice and recommendations, but Deloitte Consulting will not make any decision on behalf of Halliburton in connection with the implementation of such advice and recommendations. Furthermore, Halliburton shall be solely responsible for, among other things (i) making all management decisions and performing all management functions; (ii) designating a competent management member to oversee the Services; and (iii) evaluating the adequacy and results of the Services.
* Each party shall comply with all economic sanctions, export control, and import laws and regulations applicable to it in connection with this SOW. The parties recognize that such laws and regulations restrict the export and reexport of the Services and Deliverables to jurisdictions subject to territorial U.S. economic sanctions (currently Crimea, Cuba, Iran, North Korea, Russia, Syria, and the Donetsk and Luhansk National Republics in Ukraine).

# Changes

Any changes to this SOW including scope, deliverables and pricing will be in accordance with the Change process set forth in the Agreement and will be mutually agreed in a written Change Order in accordance with the Agreement.

IN WITNESS WHEREOF, each of Halliburton and Deloitte Consulting has caused this SOW to be signed and delivered by its duly authorized representative.

|  |  |
| --- | --- |
| **Halliburton Energy Services, Inc.**  By: Printed  Name: Jeffrey Slavik Title: IT Category Manager  Date: | **Deloitte Consulting, LLP**  By: Printed  Name: Title: Date: |

# Appendix A – Integration Inventory

The following table outlines the list of our preliminary understanding of integrations in scope of the Project.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **#** | **Item** | **Entity** | **Source** | **Destination** |
| **Core Manual** | CM-001 | Retrieve S4 Order Information | Order | S4 | SFS |
| CM-002 | Retrieve S4 Maintenance Order Information | Maintenance Order | S4 | SFS |
| CM-003 | Retrieve S4 Equipment Information | Equipment | S4 | SFS |
| CM-004 | Retrieve S4 Personnel Information | Personnel | S4 | SFS |
| CM-005 | Retrieve S4 Sales Document Information | Sales Document | S4 | SFS |
| CM-006 | Update S4 Order Information | Order | SFS | S4 |
| CM-007 | Update S4 Maintenance Order Information | Maintenance Order | SFS | S4 |
| CM-008 | Update S4 Equipment Information | Equipment | SFS | S4 |
| CM-009 | Update S4 Personnel Information | Personnel | SFS | S4 |
| CM-010 | Update S4 Sales Document Information | Sales Document | SFS | S4 |
|  |  |  |  |  |  |
| **Core Integrated (PEAK)** | CI-001 | Retrieve SFS Order Information | Order | SFS | PEAK |
| CI-002 | Retrieve SFS Job Information | Job | SFS | PEAK |
| CI-003 | Retrieve SFS Job Personnel Scheduling Information | Personnel Scheduling | SFS | PEAK |
| CI-004 | Retrieve SFS Job Equipment Scheduling Information | Equipment Scheduling | SFS | PEAK |
| CI-005 | Retrieve SFS Well Information | Well | SFS | PEAK |
| CI-006 | Retrieve SFS Rig Information | Rig | SFS | PEAK |
| CI-007 | Update SFS Order Information | Order | PEAK | SFS |
| CI-008 | Update SFS Job Information | Job | PEAK | SFS |
| CI-009 | Update SFS Personnel Scheduling Information | Personnel Scheduling | PEAK | SFS |
| CI-010 | Update SFS Equipment Scheduling Information | Equipment Scheduling | PEAK | SFS |
| CI-011 | Update SFS Well Information | Well | PEAK | SFS |
| CI-012 | Update SFS Rig Information | Rig | PEAK | SFS |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
| **Core Integrated (Smart Scheduling)** | CI-101 | Retrieve SFS Order Information | Order | SFS | Smart Scheduling |
| CI-102 | Retrieve SFS Job Information | Job | SFS | Smart Scheduling |
| CI-103 | Retrieve SFS Job Personnel Scheduling Information | Personnel Scheduling | SFS | Smart Scheduling |
| CI-104 | Retrieve SFS Job Equipment Scheduling Information | Equipment Scheduling | SFS | Smart Scheduling |
| CI-105 | Retrieve SFS Well Information | Well | SFS | Smart Scheduling |
| CI-106 | Retrieve SFS Rig Information | Rig | SFS | Smart Scheduling |
| CI-107 | Update SFS Order Information | Order | Smart Scheduling | SFS |
| CI-108 | Update SFS Job Information | Job | Smart Scheduling | SFS |
| CI-109 | Update SFS Personnel Scheduling Information | Personnel Scheduling | Smart Scheduling | SFS |
| CI-110 | Update SFS Equipment Scheduling Information | Equipment Scheduling | Smart Scheduling | SFS |
| CI-111 | Update SFS Well Information | Well | Smart Scheduling | SFS |
| CI-112 | Update SFS Rig Information | Rig | Smart Scheduling | SFS |
|  |  |  |  |  |  |
| **Core Integrated (Summit Knowledge)** | CI-201 | Retrieve SFS Order Information | Order | SFS | Summit Knowledge |
| CI-202 | Retrieve SFS Job Information | Job | SFS | Summit Knowledge |
| CI-203 | Retrieve SFS Job Personnel Scheduling Information | Personnel Scheduling | SFS | Summit Knowledge |
| CI-204 | Retrieve SFS Job Equipment Scheduling Information | Equipment Scheduling | SFS | Summit Knowledge |
| CI-205 | Retrieve SFS Well Information | Well | SFS | Summit Knowledge |
| CI-206 | Retrieve SFS Rig Information | Rig | SFS | Summit Knowledge |
| CI-207 | Update SFS Order Information | Order | Summit Knowledge | SFS |
| CI-208 | Update SFS Job Information | Job | Summit Knowledge | SFS |
| CI-209 | Update SFS Personnel Scheduling Information | Personnel Scheduling | Summit Knowledge | SFS |
| CI-210 | Update SFS Equipment Scheduling Information | Equipment Scheduling | Summit Knowledge | SFS |
| CI-211 | Update SFS Well Information | Well | Summit Knowledge | SFS |
| CI-212 | Update SFS Rig Information | Rig | Summit Knowledge | SFS |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
| **Core Integrated (eCompletions)** | CI-401 | Retrieve SFS Order Information | Order | SFS | eCompletions |
| CI-402 | Retrieve SFS Job Information | Job | SFS | eCompletions |
| CI-403 | Retrieve SFS Job Personnel Scheduling Information | Personnel Scheduling | SFS | eCompletions |
| CI-404 | Retrieve SFS Job Equipment Scheduling Information | Equipment Scheduling | SFS | eCompletions |
| CI-405 | Retrieve SFS Well Information | Well | SFS | eCompletions |
| CI-406 | Retrieve SFS Rig Information | Rig | SFS | eCompletions |
| CI-407 | Update SFS Order Information | Order | eCompletions | SFS |
| CI-408 | Update SFS Job Information | Job | eCompletions | SFS |
| CI-409 | Update SFS Personnel Scheduling Information | Personnel Scheduling | eCompletions | SFS |
| CI-410 | Update SFS Equipment Scheduling Information | Equipment Scheduling | eCompletions | SFS |
| CI-411 | Update SFS Well Information | Well | eCompletions | SFS |
| CI-412 | Update SFS Rig Information | Rig | eCompletions | SFS |
|  |  |  |  |  |  |
| **Core*PLUS*** | CP-001 | Retrieve S4 Order Information | Order | S4 | SFS |
| CP-002 | Retrieve S4 Maintenance Order Information | Maintenance Order | S4 | SFS |
| CP-003 | Retrieve S4 Equipment Information | Equipment | S4 | SFS |
| CP-004 | Retrieve S4 Personnel Information | Personnel | S4 | SFS |
| CP-005 | Retrieve S4 Sales Document Information | Sales Document | S4 | SFS |
| CP-006 | Update S4 Order Information | Order | SFS | S4 |
| CP-007 | Update S4 Maintenance Order Information | Maintenance Order | SFS | S4 |
| CP-008 | Update S4 Equipment Information | Equipment | SFS | S4 |
| CP-009 | Update S4 Personnel Information | Personnel | SFS | S4 |
| CP-010 | Update S4 Sales Document Information | Sales Document | SFS | S4 |