Statement of Work

Project Name: Copilot Solution Accelerator

Master Services Agreement: MSA-Woodgrove-Bank-001

Effective Date: November 01, 2024

Project Completion Date: December 31, 2025

SOW Number: SOW-2024-001

Project Scope

TailWind Cloud Solutions will provide comprehensive Azure resource management services, including infrastructure monitoring, automated scaling, cost optimization, and application troubleshooting, to ensure high availability and efficiency for Woodgrove Bank.

Project Objectives

- Ensure the continuous performance and scalability of Azure resources.

- Implement cost-efficient resource management strategies.

- Minimize downtime through proactive monitoring and rapid troubleshooting.

Location

TailWind Cloud Solutions will perform work in their office as well as remotely, ensuring seamless collaboration with Woodgrove Bank.

Tasks

1. Set up Azure resource monitoring tools.

2. Design and implement automated scaling strategies.

3. Conduct cost analysis and apply optimization measures.

4. Perform regular maintenance on Azure-hosted applications.

5. Troubleshoot and resolve any application or resource issues.

Schedules

- Project kick-off: November 01, 2024

- Initial monitoring setup: November 08, 2024

- Scaling implementation: November 15, 2024

- Cost optimization review: November 22, 2024

- Maintenance practices established: December 13, 2024

- Final troubleshooting and wrap-up: December 31, 2025

Standards and Testing

- All implementations will adhere to Microsoft Azure best practices.

- Testing phases will include performance validation, security checks, and failover testing.

- Results of testing will be documented and shared with the client for review and approval.

Requirements

- Access to Woodgrove Banks Azure environment and necessary credentials.

- Active collaboration from Woodgrove Banks IT team for resource planning and feedback.

- Approval of milestone completion before moving to subsequent phases.

Payments

- Payment terms are Net 30.

- Invoices will be issued upon the completion of each milestone and are payable within 30 days.

- A penalty of 10% will be applied for late deliveries or payments.

Compliance

- Data Security: All data transfers between the Service Provider and Client will use secure, encrypted communication protocols. Data at rest will be encrypted using industry-standard encryption algorithms (e.g., AES-256).

- Access Control: Access to the Azure resources and sensitive client information will be granted only to authorized personnel. Multi-factor authentication (MFA) will be enforced for all administrative

access.

- Audit and Monitoring: TailWind Cloud Solutions will maintain comprehensive logs of all access and changes to Azure resources. Regular audits will be conducted to ensure compliance with security protocols.

- Incident Response: In the event of a security incident, the Service Provider will notify the Client within 24 hours. A detailed incident report will be provided within 48 hours, outlining the root cause, impact, and mitigation steps.

- Regulatory Compliance: The project will comply with applicable regulations, including GDPR, PCI DSS, and ISO 27001, as they pertain to the management of Azure resources.

Project Deliverables

Milestone	Name	Deliverables	Amount	Due Date
1	Monitoring	Monitoring of resources	$8,600.00	2024-11-08
2	Resource Scaling	Automated Scaling	$7,000.00	2024-11-15
3	Resource Scaling	Cost Management	$7,000.00	2024-11-22
4	App Troubleshooting	Maintenance Practices	$10,500.00	2024-12-13
5	App Troubleshooting	Issue Resolution	$10,500.00	2024-12-31

Signatures

_____ (TailWind Cloud Solutions - Morgan Skinner)

_____ (Woodgrove Bank - Sora Kim)