

Statement of Work

Project Name: Optimization of Azure Resources

Effective Date: November 01, 2024

Project Completion Date: December 31, 2024

SOW Number: SOW-2024-073

Project Scope

Adatum Corporation 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.
- Provide detailed reporting and analysis of resource usage and performance metrics.
- Collaborate with Woodgrove Bank.

Tasks

- Set up Azure resource monitoring tools.
- Design and implement automated scaling strategies.
- Conduct cost analysis and apply optimization measures.
- Perform regular maintenance on Azure-hosted applications.
- 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, 2024

Requirements

- Access to Woodgrove Bank's Azure environment and necessary credentials.
- Active collaboration from Woodgrove Bank's IT team for resource planning and feedback.
- Approval of milestone completion before moving to subsequent phases.

Payments

terms: Net 30

penalty: 10% 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: Adatum Corporation 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

Item	Milestone Name	Deliverables	Amount	Due Date
1	Monitoring	Monitoring of resources	\$8,600.00	2024-11-08
2	Resource Scaling	Implementation of automated scaling	\$7,000.00	2024-11-15
3	Cost Management	Cost Management Implementation	\$7,000.00	2024-11-22
4	Maintenance Practices	Maintenance & troubleshooting practices	\$10,500.00	2024-11-27
5	App Troubleshooting	Identify Azure application issues	\$2,000.00	2024-11-27
6	App Troubleshooting	Resolution of Azure application issues	\$3,500.00	2024-12-13
7	App Troubleshooting	Implementation of app monitoring	\$5,000.00	2024-12-31
Total			\$43,600.00	

Signatures

_____ (Adatum Corporation - Elizabeth Moore)

_____ (Woodgrove Bank - Chris Green)