

# Statement of Work

**Project Name: IP Phone System Deployment**

**Effective Date: December 01, 2024**

**Project Completion Date: February 28, 2024**

**SOW Number: SOW-2024-067**

## **Project Scope**

The Phone Company will deploy an IP phone system and integrate it with Microsoft Teams to enhance communication capabilities.

## **Project Objectives**

- Deploy a robust IP phone system.
- Integrate the IP phone system with Microsoft Teams.
- Provide user training and support documentation.

## **Tasks**

- Network Assessment & Deployment Plan
- IP Phone Configuration & Setup
- IP Phone & Teams Integration
- User Training & Support Documentation

## **Schedules**

- Project kick-off: December 01, 2024
- Network Assessment & Deployment Plan: December 15, 2024
- IP Phone Configuration & Setup: January 01, 2025
- IP Phone & Teams Integration: January 15, 2025
- User Training & Support Documentation: February 01, 2025

## **Requirements**

- Access to existing network infrastructure.
- Collaboration with the IT team for planning and implementation.
- 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 network infrastructure 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: The Phone Company will maintain comprehensive logs of all access and changes to the network infrastructure. 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 network infrastructure.

Project Deliverables

| Item  | Milestone Name                  | Deliverables                          | Amount      | Due Date   |
|-------|---------------------------------|---------------------------------------|-------------|------------|
| 1     | Planning & Infrastructure Setup | Network Assessment & Deployment Plan  | \$5,000.00  | 2024-12-15 |
| 2     | IP Phone Configuration & Setup  | IP Phone Configuration & Setup        | \$10,000.00 | 2025-01-01 |
| 3     | Deployment & Integration        | IP Phone & Teams Integration          | \$15,000.00 | 2025-01-15 |
| 4     | User Training & Support         | User Training & Support Documentation | \$5,000.00  | 2025-02-01 |
| Total |                                 |                                       | \$35,000.00 |            |

Signatures

\_\_\_\_\_ (The Phone Company - Ashley Schroeder)

\_\_\_\_\_ (Woodgrove Bank - Chris Green)