

Statement of Work

Project Name: Optimzation of Azure Resources

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.

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

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)