Contract No: xxxxx

SPC No : xxxxx-1

*AMS Team*

Statement of Work (SoW)

**Version 2.0**

*The SOW document or Request For Quote shall always include relevant document- and revision number though this document is a part of the Commercial contract between the parties.*

*If there is some information that is not relevant or missing, please, add or remove.*

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# Introduction

## Introduction

This document outlines the work to be performed by the Supplier for "Scania CV" regarding the migration of the existing Kafka-based Confluent Platform to Confluent Cloud while maintaining on-premises connectors for data migration and data flow.

# Scope

## Background

Technical background: The current setup includes an EKS cluster on AWS hosting a Confluent Platform with 6 Kafka brokers, 3 ZooKeeper nodes, 3 Schema Registry instances, and 1 REST Proxy. These services are hosted in a private subnet and exposed to the outside world using load balancers.

## Scope

The scope of this Statement of Work (SoW) includes the migration of the existing Confluent Platform to Confluent Cloud. This migration involves:

- Moving the Kafka cluster, including topics, configurations, and data, from the EKS cluster to Confluent Cloud.

- Migrating the Schema Registry and REST Proxy components to Confluent Cloud.

- Maintaining connectors within the on-premises Kubernetes cluster for data migration and data flow between the on-premises environment and Confluent Cloud.

All migration activities must align with the following objectives:

a) Continuous deliveries in sprints to the overall product vision.

b) Alignment with the entire product team in terms of architecture, technical decisions, etc.

## Technical requirements and conditions

requirements and conditions

## SLA and KPI

SLA and KPI

# Limitations

Limitations e.g. of technical- administrative or resource-oriented nature, locations, availability of facilities Services are as follows:

1. Not co-located with rest of the team at Scania.

# Responsibilities

## Scania Responsibilities

Scania shall:

* Always have a Backlog to be used for the work
* Do acceptance test and/or Approve delivery without unreasonable delay.
* act on Suppliers reasonable request, provide feedback without unreasonable delay.
* make its business representatives and appropriate personnel available during normal business hours as reasonably as required to support the Supplier during the provision of the Service.
* coordinate its various internal departments and external contractors (including any necessary communication relating to changes in design documentation and schedules) in such a way as to minimize delay to the provision of the Services.
* prepare test case, data and expected results for the functional tests within agreed time from completion of Blueprint phase of the project.
* provide information about legal and regulatory requirements relevant to the project.
* provide the technical environment that is relevant to the project.
* Involve the team early in the phase (in ideation) to avoid unnecessary handovers and misunderstandings

## Supplier Responsibilities

Expectations:

* Have a professional approach when interact with Scania and Scania Personnel. Examples: No unnecessary contacts. Learn. Do not ask same question several times. People who approach Scania should have right competence.
* Proactive. There should not be any surprises for Scania. If there are unexpected impacts on plans and the operation. Scania shall be informed on the casa and presented the action taken to minimize the impact.
* Competence development plan relevant for Scania for each person involved in Scania assignments
* Actively synchronize and align with impacted systems and teams
* Actively work with Quality and improving the service. The plan and improvements should be transparent and visible to Scania.
* The supplier should specify what kind of contact/support/interaction they need and when.

Supplier shall:

* Secure the capacity and right competence in the teams relevant to the assignment.
* Ensure that the teams have the right conditions and understanding to fulfill the expectations from Scania.
* if there are any activities that is not clearly specified as out of scope, the supplier must take the full responsibility for these activities and costs.

## Team Responsibilities

The teams shall:

* *Plan the sprint and the sprint content according to the requirements and priority from the Back log.*
* Understand the requirements presented in each sprint
* Synchronize with systems and other teams when there are dependencies
* *Deliver according to Definition of Done stated in each sprint planning. The ability to deliver according to the plan (stated in the sprint meeting) will be measured*
* *Responsible to secure the quality of the deliveries. This means to plan needed reviews and verification for each delivery*.

responsible to do architectural correct solutions. This means

* *Participate* in the early stages. It means discuss with internal customers, product owner and architects to form and define requirements for development/improvements.
* *Be proactive. It means to early highlight problem with deliveries. E.g. delays, architectural issues and coordination. It is expected that actions are taken to minimize negative impacts.*
* *Maintain a list of suggested improvements. If the improvements are small and not impact the ingoing sprint then the improvements can be implemented. If there are too large they should be presented to the Product owner. If it I considered to be important it will be put into the Backlog for prioritization.*
* Take responsibility for maintenance meaning handling incidents if they occur and also come with proposal for technical debt to the backlog.

## Project Organization

The teams are divided into different areas, working with Development & Scania Maintenance. The team will on daily basis collaborate with product owners at Scania & other developers at Scania.

Scania will not have any opinion of who is assigned to the team. But Scania will be able to exchange people that interact with Scania Personnel if they do not fulfil Scanias expectation.

# Working methods

## Working Methods

The working methods, e.g. implementation method and strategy, are as follows;

1. Work to be carried out in an agile way, with two weeks sprints. Meaning that functionality is delivered in steps and each sprint has a defined scope.
2. Bi-weekly planning meetings to plan for the next coming sprint
3. Bi-weekly retrospectives to reflect together with product owners and developers at Scania and together improve the way of working.

## Quality Assurance

Quality assurance e.g. test plan, test cases, test data, test execution, integration test, user acceptance test, performance and stress test shall be as follows:

Scania

1. Cleary state Definition of Done for each initiative
2. Test the delivered functionality to ensure it aligns with expectations

Team. Supplier

1. Deliver agreed sprint and connected delivery package
2. Build automated tests for the code (unit, regression & integration)

## Access to premises

Access to premises is according to Scania ISEC (IT Security Code of Conduct).

Information about the Security rules regarding project result, material, responsibilities, etc is described and agreed upon in the general Contract.

# Governance

**Meeting structure**

Strategic delivery meetings

Purpose: Prepare for the coming period of challenges. Secure that vendor management understand what is important for coming period. We want them to see the same way forward as we see. (the management have a big impact on the teams and set their ability to perform, as we want)

When: Quarterly  
Participants:

* The managers(vendor) that manage the Scania Team/s
* Scania Management
* VMO

Examples of areas to cover (recommend to focus on one area/thing at the time)

* How can the proactivity be improved
* Competence (build up)
* Performance
* Quality in …..
* Improvements
* Innovations
* Other

Operational meetings

Purpose: Secure the daily operation. Set Operational objectives

Sprint meetings

Purpose: Decide on the Scope for the coming spring. Follow up previous sprint (can be separate meeting)

When: Each sprint  
Participants:

* Product owner (Approve the content for the sprint)
* Team representative (present the sprint plan)
* Customer (Requirement owner)

Content

* Sprint scope
* Sprint result ( can be separate meeting)

# Service Levels

The Supplier shall provide Scania with IT Services with the following agreed Service Level, to be measured per calendar month:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Service Level Agreements | | | | | | |
| Service | **Prio** | **Response**  **Time** | **Resolution**  **Time** | **Minimum Service Level** | **Expected Service Level** | **Update Frequency** |
| Incident | P1 | 30 mins | 2 hrs | >95% | >=98% | 30 mins |
|  | P2 | 2 hrs | 4 hrs | >95% | >=98% | 60 mins |
|  | P3 | 4 hrs | 8 hrs | >90% | >=95% | As needed |
|  | P4 | 4 hrs | 16 hrs | >90% | >=95% | As needed |
|  | P5 | 4 hrs | 32 hrs | N/A | >=90% | As needed |
|  | P6 | 8 hrs | 48 hrs | N/A | >=90% | As needed |
|  | P7 | 8 hrs | 60 hrs | N/A | >=90% | As needed |
| Problem | P1/P2 | N/A | RCA <10 days | >90% | >=95% | Daily |
|  | Other | N/A | RCA <30 days | >90% | N/A | N/A |

For tickets of type “Incident”, the priority is determined from the combination of impact (“Impact”) and urgency (“Urgency”) according to the following model:



The urgency is determined automatically from the risk class of the affected component (referred to as Configuration Item (CI) ) of the Service.

Above Service Level Agreement, explicitly including business critical incidents should follow the process for VW Group standard in Service Center. During business critical incidents (prio 1-3), Impact can only be modified by an authorised Incident Manager at Scania

# KPI

* Number of completed deliveries per sprint- Measured by completed/Committed
* Number of faults related to a sprint delivery
* Number of misunderstood requirements resulting in a non-expected delivery/functionality per *time period*

# Resource Equipment

The following Parties are responsible for needed resources e.g. equipment, material, premises as follows:

Scania:

1. Access to necessary software and applications

Supplier:

1. Computer
2. Phone

# Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 2021-10-29 | 1.0 | Initiation of contract |  |
|  |  |  |  |