

IDVS and FY AD Integration

CHG0023147



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Document History

Nr	Date	Description	Author (s)
1	25/05/2022	Initial Version	Rabiatul Kae Ahmad/ Rajashekarreddy Kasireddy

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1. OBJECTIVE

This model of Statement of Work (service agreement) is to specify and quantify the significant elements of a program, project or service. It is generally used to define and quantify the elements resulting from:

1. A change request on a project
2. A building site or a change request on application maintenance
3. A building site or a specific intervention on a broader program, contractually defined. This program previously defined in detail the working methods and collaboration, either directly in the contract or in a Project Management Plan (PMP).

The objective of this Statement of Work (Services Agreement) is:

- ☐ Agree with the client on scope, budget, schedule and acceptance criteria for a site,
- ☐ Define the managerial management planning, execution, its monitoring and control.

2. SPECIFICATION

Client name	Malaysia Airlines Berhad (Company No. 201401040794 (1116944-X))
Name of the project	IDVS and FY AD Integration
Change Number	CHG0023147
Contract Reference	This Statement of Work shall be read together collectively as part an integral of the signed Conditions of Contract signed between Malaysia Airlines Berhad (Company No. 201401040794 (1116944-X)) of Level 1, Administration Building, Southern Support Zone, KLIA, 64000 Sepang, Selangor ("Company") and ATOS Services (M) Sdn Bhd (Company No. 585295-W) of G01, Ground Floor, 2310 Century Square, Jalan Usahawan, 63000, Cyberjaya Selangor ("Supplier") dated 26/06/2019.
Customer Project Manager	Hafidz Shabudin
Project Manager Atos	Nur Rabiatal Adawiyah
Project duration	Starting date : 04/11/2022 (subject to approval) End date : 29/11/2022 (subject to approval) Disclaimer: Effort, time planned in term of start date and end date are tentative when this SOW is prepared. All these subjected to change in the case of new discovery/new scope, reschedule plans activities, SOW signed-off by MAB etc. Project timeline will be rebaselined once SOW is signed off and received by ATOS before project starting.

3. SCOPE AND DELIVERABLES

Project description and objectives	To onboard FY staffs in IDVS system for better management of Onboarding, Movement and Separation.
Synthesis of the scope and key activities	<p>Scope To support the integration of IDVS and FY AD.</p> <p>Key Activities</p> <ul style="list-style-type: none"> • Loads pulsera data into IDVS from the respective files and differentiate data using legal entity. • Execute Pulsera Fetch and loads entries into the respective tables using process type. • Execute Separation Process and identify the movement, separation data from MAS_IDM_USER_SEPARATION_LIST using PREV_DIVISION, CURR_DIVISION. • Execute Insert User Ldap Process and interface FY users' data into FY AD and other than FY user's data to MH AD. • Executes SNOW Mail and interfaces the respective data to snow for RITM generation for ID and access creations. • Execute ADVPN Validation runs at month end and de-active the resigned staff data from AD.
Techniques and processes used	<ul style="list-style-type: none"> • Requirement Study • Analysis & Design • Development & Unit Testing • System Integration Testing • User acceptance testing • Implementation

3.1 Perimeter

3.1.1 Business processes.

- ☐ IDVS to process onboarding, movement and separation based on details received from PULSERA to trigger RITM in SNOW for access management.
- ☐ Access creation, update and removal should be completed based on the active date received from PULSERA.

3.1.2 Organization

- ☐ FY, MAB

3.1.3 Geographical location.

- ☐ Systemwide

3.1.4 Applications concerned.

- ☐ IDVS

3.1.5 Data concerned.

- ☐ FY staff details

3.1.6 Technologies

- ☐ Java

3.1.7 Exclusion's perimeter.

- ☐ Technical coordination for infrastructure

3.1.8 Constraints

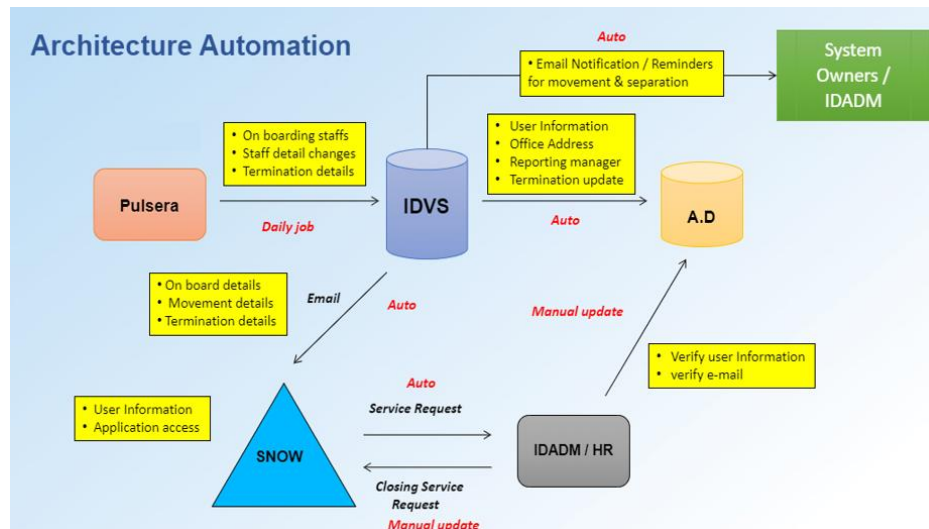
- ☐ None

3.1.9 Interfaces

Interfaces to be involved

- PULSERA

- FY AD (Azure)
- SNOW



4. ASSUMPTIONS & DEPENDANCIES

Id	Description	Responsibility
1	Connection between IDVS and FY AD	MAB

5. PLANNING

5.1 Planning and monitoring

Name and description of reporting	Object	Reporting Manager	Reporting Frequency	Consignee
1. KPI reporting 2. Highlight postponement	1. Measures the performance of the contract 2. Inform the customer of project progress	Wan Mohd Husni	Weekly	Suriati Abdul Manaf

6. ACCEPTANCE CRITERIA

Date of final acceptance	29/11/2022 (Subject to approval)
Acceptance Plan	UAT and PROD Signoff
Acceptance criteria	
1	BU and ATOS will perform functionality tests in UAT.
2	BU to sign off on the testing performed

7. REPORTING, RISK MANAGEMENT AND CHANGE MANAGEMENT

7.1 Project risks

1. Old WAR files will be redeployed if there is any issue caused by the new upgrade.

7.2 Project RACI

R: Responsible	A: Accountable
C: Consulted	I: Informed

Id	Item	MAB IT	Atos
1	Project Management	R, A	C, I
2	MAB IRG Pentest	R, I	A, C
3	User Readiness and Management	R, A	C, I
4	Technical deliverables as per Section 3.2	C, I	R, A
5	Infrastructure requirements	R, I	A, C
6	Handover and knowledge transfer to Helpdesk	R, A	C, I

7.3 Customer meetings

This meeting takes place at the beginning of each month. The date is set for a meeting to the next. The agenda is as follows :

- General situation of the project
- Magazine's advancements development projects
- Reporting on performance indicators
- Analysis of risks and opportunities
- Planning management and resources
- Review of Cost and Budget

The participants are :

Project Manager	Nur Rabiatal Adawiyah Kae Ahmad Dahniar (Atos)
Delivery Manager of each contractual entity	Wan Mohd Husni (Atos) Suriati Abdul Manaf (MAB)
Customer Representative	Hafidz Shabudin, Shahrul Nizam Mohamad Razali, Jimmy Tan Thiam Hin

7.4 Change Management

7.4.1 Change Control Strategy

Activity	defined strategy on the project
Approval, validation and authorisation of changes	Suriati Abdul Manaf
Urgency and criticality changes	High
Exclusions	None
Impact assessment	Low

8. MILESTONES BILLING AND COST ALLOCATION

8.1 Billing Milestones

Billing Milestone 1	Approved SOW prior to kickoff
Billing Milestone 2	Dev environment deployment
Billing Milestone 3	UAT and PROD environment deployment and system monitoring

8.2 Distribution costs

Resource Name	Description of the activities	Daily rate (RM)	# Man days	% Available Project	Subtotal (RM)
Billing Milestone 1					
AMS Lead: Requirements Design	<ol style="list-style-type: none"> On Boarding Process Identify employee data using legal entity Differentiate FY and MH employee data. Interface FY users' data to FY AD and other than FY users' data into MH AD. Impacted Interfaces PULSERA AD (FY & MH) SNOW 	1284.00	2.0	100%	2568.00
Billing Milestone 2					
AMS Lead: DEV and UAT (SFFileReaderProcess)	<ol style="list-style-type: none"> Loads pulsera data into IDVS from the respective files and differentiate data using legal entity. IDVS_PULSERA_NEW_HIRE IDVS_PULSERA_UPDATES IDVS_PULSERA_TERMINATION 	1070.00	3.0	100%	3210.00
AMS Lead: DEV and UAT (PulseraFetch Process)	<ol style="list-style-type: none"> Execute Pulsera Fetch and loads entries into the respective tables using process type. Loads entries into below tables if the process type is PROFILE_NEW. MAS_IDM_NEW_USER_INFO IDM_APPLICATION_USERS Loads entries into MAS_IDM_USER_SEPARATION_LIST table if the process type belongs to PROFILE_UPDATE, TERMINATION 	1070.00	2.0	100%	2140.00
AMS Lead: DEV and UAT (SeparationProcess)	<ol style="list-style-type: none"> Execute Separation Process and identify the movement, separation data from MAS_IDM_USER_SEPARATION_LIST using PREV_DIVISION, CURR_DIVISION. If current division and previous division are empty, consider this as separation and if it is not empty, consider this data as movement. 	1284.00	4.0	100%	5136.00

Resource Name	Description of the activities	Daily rate (RM)	# Man days	% Available Project	Subtotal (RM)
	3. If the staff data belongs to the separation, then deactivate the employee from the respective AD.				
AMS Lead: DEV and UAT (InsertUserLdapProcess)	1. Execute Insert User Ldap Process and interface FY users' data into FY AD and other than FY users' data to MH AD. 2. Identify the process type and if the process type is profile new then interface data to AD and AD creates a new entry. 3. If the process type is profile update and interface data to AD and AD modify the existed employee data. 4. If the business email is empty, create a mail id using first and last name. Update the newly created mail id in IDVS DB.	1070.00	6.0	100%	6420.00
AMS Lead: DEV and UAT (Jobs execution)	1. Executes SNOW Mail and interface the respective data to snow for RITM generation, 2. Execute ADVPN Validation runs at month end and de-active the resigned staff data from AD, 3. On Boarding process for below interfaces and schedulers. <ul style="list-style-type: none"> i. PULSERA ii. SFFileReaderProcessTrigger job, iii. AD/VPN Mail generation and VPN account creation. iv. InsertUserLdapProcessTrigger Job. v. SNOWMailJobTrigger job code change. vi. PulseraFetchJobTrigger job code change. 	1070.00	5.0	100%	5350.00
Billing Milestone 3					
AMS Lead: DEV and UAT	WAR files creation, deployment and testing support	1070.00	2.0	100%	2140.00
AMS Lead: PROD	WAR files creation, deployment and production support	1284.00	1.0	100%	1284.00
Subtotal			25	100%	28248.00
Provision for risks					0.00
SST 6%					1694.88
Total					29942.88

9. ADDITIONAL INFORMATION**Annexes to the Statement of Work**

[List here any additional document,
e.g. : Supplier presentation, detailed
planning, etc.]







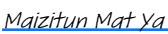


ATOS_MAB
AMS_OST_WBS_CHG0

10. ELECTRONIC SIGNATURE

The Parties acknowledge and agree that this Agreement may be executed by electronic signature (including portable document format), by either Parties and the receiving party may rely on the receipt of such document so executed and delivered electronically or by facsimile as an original signature for all purposes and shall have the same legal force and effect as an original signature. Any Party providing an electronic signature agrees to promptly execute and deliver to the other Party an original signed Agreement upon request.

11. APPROVALS

Role	Name	Comments	Date
Prepared by Change Manager	Rabiatul Kae Ahmad  <small>Rabiatul Kae Ahmad (Oct 20, 2022 12:50 GMT+8)</small>		Oct 20, 2022
Reviewed by Service Delivery Manager	Wan Mohd Husni  <small>husnihussein (Oct 20, 2022 14:47 GMT+8)</small>		Oct 20, 2022
Approved by Delivery Manager (Non-SAP delivery)	Nageshwara Reddy Gaddam  <small>NAGESWARA REDDY GADDAM (Oct 21, 2022 16:22 GMT+8)</small>		Oct 21, 2022
Endorsed by Client Service Director	Frechelle Ho  <small>Frechelle Ho (Oct 21, 2022 17:39 GMT+8)</small>		Oct 21, 2022
Endorsed by BU Signature	Mohd. Suhaimi Yusof  <small>Mohd Suhaimi Yusof (Oct 21, 2022 19:43 GMT+8)</small>		Oct 21, 2022
Endorsed by MAB IT Signature	Suriati Abdul Manaf  <small>Suriati (Oct 27, 2022 21:47 GMT+8)</small>	Charging Mechanism - please select which option: <input checked="" type="checkbox"/> Charge to 1500MD bucket <input type="checkbox"/> New Purchase Order (work shall start upon receipt of Purchase Order) Remark/info:	Oct 27, 2022
Approved by MAB HEAD OF IT	Maizitun Mat Ya  <small>Maizitun Mat Ya (Oct 28, 2022 11:04 GMT+8)</small>		Oct 28, 2022











Atos_MAB_AMS_OST_SOW_CHG0023147_IDV S v1.0

















Final Audit Report

2022-10-28

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By:	Rabiatul Kae Ahmad (rabiatul.kaeahmad@yash.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAA_wRbFKhkRwU1EzE-cFiILHfP4dJ90z71

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Agreement completed.

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