

Statement of Work for Apple Support

This Statement of Work (this "SOW"), effective as of November 29, 2017, is entered into and governed under the Major Equipment Purchase and Services Agreement between Insight Direct USA, Inc. ("Insight") and Delta Air Lines, Inc. ("Delta") dated November 2, 2017 (the "Agreement"). This SOW and the Agreement constitute the complete agreement regarding services provided under this SOW. The terms and conditions of this SOW shall prevail over any conflicting terms or conditions of the Agreement. The responsibilities of Insight and Delta are defined below.

Changes to this SOW will be processed in accordance with the procedure described in the Agreement. The implementation of changes may result in modifications to the schedule, resources, charges and/or other terms of this SOW.

1. Project Overview

This SOW describes the MacOS standard imaging, beta test and on-site iOS and MacOS support services to be provided to Delta by Insight. The objectives outlined within are to be provided in the following main areas:

- Insight will provide professional consulting services to deliver features within Delta's mobile device management software (MDM), Apple's Device Enrollment Program (DEP) and Portal (as applicable), and recommendations on Mac OS and iOS delivery model and overall project oversight.
- Insight will configure the Apple DEP portal per Delta MacOS requirements.
- Insight will configure the MDM per Delta MacOS requirements.
- Insight will work with Delta to test a set of 10 devices that meet the following criteria:
 - Purchased through Insight
 - Enrolled in Apple DEP
 - Enrolled as DEP device in Delta's MDM
- Beta will produce the following outcomes:
 - Insight transactions (re-sold device) post successfully to DEP account
 - DEP and Delta's MDM successfully linked
 - DEP and Delta's MDM configurations propagate successfully to beta hardware
- Insight will perform services remotely and on-site for iOS and MacOS at the following locations:
 - Delta HQ
 - Atlanta Airport
 - Georgia Tech Technology Center
 - Minneapolis Building J
- Insight will deliver services utilizing three (3) resources:
 - Sr. Mobility and End Point Architect
 - Provide overall project support and direction to ATL and MSP resources
 - Lead Mac OS technology and business case review for new solution implementation recommendations based on overall requirements
 - Technical liaison between Insight and Delta for overall project direction

- Mobility and MacOS Architect, dedicated on-site MSP resource
 - Understanding of current state
 - Collect/interpret requirements for a normalized Mac OS delivery within Delta
 - Coordinate activities for suggestions and action plans to normalize processes (as-is), and troubleshoot/assist end users
 - Translate requirements into a set of processes and management tool to streamline process with goal of zero-touch (from order, to image, to delivery to end user)
- MacOS & iOS Engineer, dedicated on-site/remote ATL resource (on-site 3 days per week, remote 2 days per week)
 - Management of day-to-day end user service requests in current state during project duration. Requests to include:
 - Device troubleshooting
 - Device setup
 - End User Q&A
 - Assistance with other tasks to support overall approach to new model working with the MSP resource

2. Fees and Expenses

Payments of fees will be made as set forth in the Agreement. Insight will render the services described in this SOW at the fixed fee of \$99,900.00. Invoices will be submitted based on the Milestone Schedule in the Section 4. Project Schedule.

MacOS Configuration Pricing

Delta shall pay Insight the price per unit as indicated below for device configuration. This price will be included in the quote from Insight at the time of the hardware order. This charge does not apply for any devices configured for testing purposes and only applies to configuration of new Mac orders.

Service Offering	Service Inclusions	Per Unit Price
MacOS Configuration	<ul style="list-style-type: none"> • Power on Self-Test (POST) • Enroll/Register Device with MDM Solution • Load Additional Applications or Config Settings via DEP • OTA Configuration & MMA Engineering • Create & Affix Asset Tag • QA Check 	\$16.50

Day-to-day expenses are included as part of the fee paid by Delta. If extenuating expenses are pre-approved by Delta's Supply Chain Management representative in writing, such as unforeseen airfare, hotel accommodations, and meals (out of town), Delta will reimburse expense amounts invoiced in accordance with the travel and expense policy outlined in the Agreement.

3. Services and Work Product

Insight will provide the following Services and Work Product during the term of this SOW.

Activity 1: Configuration

Apple DEP

- Apple Device Enrollment Program Application
 - Apple mandates that Delta apply to the DEP program directly. Insight will therefore guide Delta named resource(s) through the addition of Insight as an administrator to be able to execute configuration functions on behalf of.
 - Account verification
 - Account information (institutional, re-seller ID, customer ID, etc.)
 - Insight named resource(s) will be added as authorized administrators on the DEP account
- Apple DEP Portal Configuration (initial)
 - Add MDM Server
 - Upload AirWatch Public Key
 - Download MDM Server token
- Apple DEP Portal Configuration (complete)
 - Assign devices in DEP portal to MDM server—this ensures that AirWatch configuration will apply to all deployments of MacOS DEP devices.

MDM

- In the event Delta does not have an MDM infrastructure environment stood up, Insight can allow Delta to use their cloud instance for the purposes of the POC.
- MDM DEP Configuration (initial)
 - Validate and Enable use of Apple Device Enrollment Program for MacOS devices
 - Download and save the MDM Public Key
 - Enable use of Apple Device Enrollment Program
 - Download and save the MDM Public Key
- MDM DEP Configuration (complete)
 - Upload MDM Server token (from DEP portal)
 - Create management profile and policies in Delta's MDM pursuant to Delta standard requirements
 - Policies will include DEP-enabled customizations as setup screen flow, supervision mode, application management, pairing, connectivity, etc.
 - Assign profile and identity-characteristics to DEP-enabled devices

For Clarification purposes, MDM within this SOW is defined as either AirWatch Work Space One or JAMF cloud platforms for Apple DEP profile integration, device and applications management activities and documentation outlined within this SOW.

Activity 2: Beta Deployment

MDM

- Insight will document all requirements for device configurations (i.e., model, hardware configuration, OS version, applications, etc.) This information will be used for:
 - Populate configuration and options within the Insight.com online portal for ordering purposes.
 - Document and develop Insight lab services image and build recipes for new orders to be built to client specifications from any Insight.com order.
- Delta will order test devices from Insight through the Insight.com portal.
- Insight will fulfill devices with Apple and immediately post the order to the client's DEP program.
 - Orders submitted to the client's DEP program will show in the DEP portal within 24-48 hours (**note:** Insight is responsible for correctly posting relevant orders to the client's DEP program. Devices materializing in the client's DEP portal, however, is wholly dependent on Apple's infrastructure).
- Insight will receive test device(s):
 - Unbox, inspect device
 - Charge and power-on device
 - Add any labeling or cover to device
 - Configure device to documented specifications using AirWatch and DEP
- Insight will deliver DEP and MDM Beta support
 - Review and verify device assignments in DEP
 - Curate inventory in DEP (e.g., remove lost or stolen device)
 - Review and verify streamlined enrollment settings in Delta's MDM
 - Review and verify device assignments in Delta's MDM
- Test devices will be QA tested against requirements, delivered to Delta locations and confirmed as production-ready
- On-site support resource will confirm test device(s) delivery and configuration at relevant locations, as well as perform actions outlined below in section "Activity 3: On-Site Support"

Activity 3: On-Site Support

- Insight will provide on-site resource, 3 days per week, in the Atlanta GA metro area, supporting the following three sites at Delta's discretion of when resource will be at any particular site:
 - Delta HQ
 - Atlanta Airport
 - Georgia Tech Technology Center
 - Minneapolis Building J
- Insight resource will perform the following activities:
 - On-site break-fix and troubleshooting support for iOS and MacOS devices. Delta to provide ticketing system queue for onsite support engagement.
 - Manage on behalf of Delta, AppleCare services, if applicable.

- Manage same day support activities and managing an on-site spare hardware and accessory pool, if applicable.
- Configuration and deployment of Mac devices, as requested.
- Manage, QA test, and troubleshoot any Mac device configuration coming from Insight lab to ensure these devices meet all OS image and configuration requirements.
- Develop and manage project to touch pre-existing Mac devices to reconfiguration to new Mac OS, MDM, and DEP configuration, as directed by Delta.
- Insight will provide weekly report on accomplished tasks, activities, and goals for each subsequent week.
- Delta to provide POC(s) to Insight for coordination of schedules, access, weekly tasks and reporting.

For clarification, Insight is responsible for support only of iOS devices in addition to the other MacOS related activities outlined in this SOW.

Activity 4: Documentation, Knowledge Transfer, Support and Annual Support Proposal

MDM and Apple Device Enrollment Program

Insight will provide knowledge transfer as much as possible throughout the duration of the SOW. In addition to working with Delta to transfer knowledge during the project Insight will also provide the following:

- As-built documentation for MacOS, AirWatch, and Apple DEP configuration and processes
- Documented Proposal for annual maintenance and support of MAC (and iOS) devices, to include:
 - RMA process description and flow
 - Triage, Off Site (off DL Site) build process and tools
 - Device Repair and/or replacement options
 - AppleCare as well as third party vendor support options and pricing.
- Documented proposal for a Genius Bar (aka Solution Café) to include:
 - Drawings, sample photographs, dimensions, and descriptions of how the space within the proposed solution café will be used
 - Tech Zone descriptions for recommended areas within the Solution Café
 - Timelines, technical design considerations, and estimated costs

Project Management

Insight will provide the following project management and technical direction as related to MacOS Services throughout the duration of the SOW:

- Serve as the primary point of contact on all project issues, needs, and concerns
- Facilitate kickoff meeting to review scope and project expectations, discuss IT infrastructure design, assess Delta readiness (hardware, software, infrastructure pre-requisites, etc.), discover any possible problems/risks, formulate an appropriate work breakdown structure for primary project tasks, and create project timeline/schedule (including potential downtimes and maintenance windows)
- In conjunction with Delta, measure and communicate weekly progress against mutually agreed-upon milestones

- Maintain a project log to proactively identify and communicate key decisions made, actions items to be completed, and risks/issues that may impact scope, schedule, budget or business performance, and mitigate and/or escalate any critical risks or issues under Insight's control
- Manage Delta expectations and satisfaction throughout the life of the project
- Schedule and coordinate the necessary resources to support the project
- Schedule and conduct project team update/status meetings
- Prepare written status reports for Delta at mutually agreed-upon intervals
- Monitor and manage changes to the project's scope, budget, schedule, and resources; complete Change Request (CR) documentation as required; and obtain signed CRs for mutually agreed upon changes
- Facilitate closeout meeting, as needed

4. Project Schedule

Insight will complete the Services according to the following schedule:

Milestone	Start Date	Completion Date	Payment
1. Project Initiation	Day 0	Day 0	\$40,000.00
2. Proposal for annual maintenance and support with defined onsite support objectives and an SLA schedule (Activity 4)	Day 1	Day 30	\$5,000.00
3. Configuration and Beta Deployment (Activity 1 & 2)	Day 1	Day 60	\$10,000.000
4. As-built documentation for MacOS, MDM, and Apple DEP configuration and processes (Activity 4)			
5. Proposal for a Genius Bar (aka Solution Café) (Activity 4)	Day 1	Day 90	
6. Onsite Support (Activity 3)	Day 30	Day 120	\$15,000.00
7. Project Completion	Day 1	Day 120	\$29,900.00

5. Personnel

Insight will provide its own resources required during this project. All personnel resources are experienced in Apple products, mobile device management and Apple support. Personnel will be on site as required by Delta project management.

6. Delta's Responsibilities

Delta may provide Insight personnel identification badges (if required) in accordance with Delta Air Lines' security policies and subject to a written commitment by such personnel concerning badge use and return. Insight shall be responsible for returning all badges and credentials issued to its personnel in accordance with such commitment. Insight will be provided space equipped with telephone and Internet access. A desktop computer will be provided for sending internal documentation to Delta personnel.

7. Documentation

Insight will document the Work Product and the results of the Services as outlined within this SOW. The Services, Work Product and applicable documentation will be presented to Delta project management for approval.

At a minimum, Insight will deliver the following:

- As-built documentation for MacOS, MDM, and Apple DEP configuration and processes
- Annual Maintenance and Support proposal
- Solution Café (Genius Bar) proposal
- Weekly report on accomplished tasks, activities, and goals for each subsequent week
- Defined onsite support objectives and an SLA schedule

8. Change Orders

Changes to this SOW may be made using the attached Change Order pursuant to the AGREEMENT.

IN WITNESS WHEREOF, the parties have set their hands as of the date first written above.

INSIGHT DIRECT USA, INC.

By: Christopher S. Wolf
Christopher S. Wolf (Nov 30, 2017)
Name: Christopher S. Wolf
Title: Director, Services
Date: Nov 30, 2017

DELTA AIR LINES, INC.

By: [Signature]
Name: EMILY FORBES
Title: IT SUPPLY CHAN
Date: 11/30/17

Change Order

THIS CHANGE ORDER # _____, dated as of _____, 20____ (the "Change Order Effective Date") amends the Statement of Work by and between _____ ("Supplier"), and Delta Air Lines, Inc. ("Delta") effective as of _____ (the "Statement of Work"), entered into and governed under the Major Equipment Purchase and Services Agreement by and between Supplier and Delta dated as of _____ (the "Agreement"). Terms outlined in this Change Order shall take precedence over similar terms outlined in the Statement of Work and the Agreement.

Change Requested By (Name/ Title/ Company): _____

Change Description

(Insert a detailed description of the change. Describe the specific area of the Statement of Work or the Work Order being modified.)

Change Justification

(Insert a detailed description of why the change is required. Indicate benefits gained or risk mitigated by making the change.)

Change Impact

(In the table below, indicate what area(s) are impacted by the proposed change. Provide a detailed description of the impact.)

Area of Impact	Yes/ No	Detailed Description of Impact
Scope		
Risk		
Schedule		
Resources		
Financial Impact*		
Other		

If there is a financial impact, please provide additional information below:

Additional Cost: _____

Funding Provision: _____

Party Responsible for Cost (Delta/ Supplier): _____

All Change Orders with financial impact must be approved by Delta Supply Chain Management.

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Change Order as of the Change Order Effective Date.

DELTA AIR LINES, INC.

By: _____

Name: _____

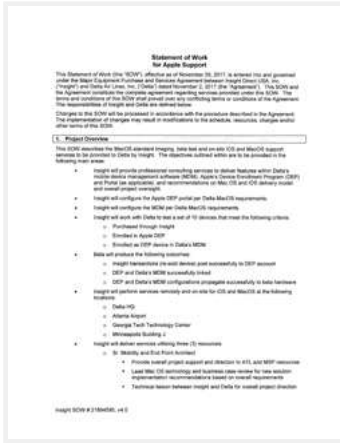
Title: _____

SUPPLIER

By: _____

Name: _____

Title: _____



Delta Air Lines Inc-Mac as an Option Contractor Services - Phase 1 only 90 days-SOW-21864595

Adobe Sign Document History

11/30/2017

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Signed document emailed to Christopher S. Wolf (chris.wolf@insight.com) and Liz Kern (Liz.Kern@insight.com)

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