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| Accenture  MEMORANDUM OF UNDERSTANDING  [CLIENT NAME]  [PROJECT NAME] |
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| 1. Service Definition   In this chapter we will define our understanding of the service to be delivered, its purpose, the key success criterias. We will remind the current solution in place to be taken into account by the transition & transformation process to reach the target solution.  The operations area is also challenged to secure the ability once the project delivered to drive the service at a world class quality. |
|  |

# 1.1. Project Description & boundaries

## 1.1.1. Context & Objectives

* **Client**

Is this a new customer?

If it is a new customer:

What is his area of activity?

What are/can be his business constraints?

* **Project Objectives**

*List project objectives*

*Reasons for the change, business needs, customer view*

*What is the objective for the customer?*

*Objectives*

* **Project key success factors**

It’s key for the project to identify and share together to project key success factors expected by the client. It will help the decision-making process, define, and deploy the project quality performance indicators, check the project outputs reach the expected goals.

|  |  |  |  |
| --- | --- | --- | --- |
| Type | Goal | Solution | Milestone |
| Security | Deploy in DevSecOps context  Secure connectivity of web agencies | Implement Devops pipeline secured through LBN framework & best practices | Kick off + 3 months |
| Performance | Ability to support 10 000 concurrent users | Deploy a state-of-the art platform, auto-adaptative to match client business in almost real time. | Kick off + 2 months |
| Time | Complete migration by end of the year before datacenter closure |  |  |
| Costs | Reduce OPEX costs ASAP |  |  |

## 1.1.2. Current solution / architecture

<insert current architecture diagram>

+ current key points from DATEX if required

## 1.1.3. Exclusions

Are considered as out of scope:

* Any element not formally defined in the present document
* Any operation in non-business hours

## 1.1.4. Main assumptions

The global solution has been designed based on some global ssumptions. These assumptions will be tracked and managed through the project.

Detailed assumptions impacting the architecture are defined in the chapter “architecture assumptions”.

During the project phase, the managed assumptions may be eradicated or transform into project risks, or project changes requests.

|  |  |  |  |
| --- | --- | --- | --- |
| ***#ID*** | ***Global assumption description*** | ***Work package*** | ***Owner*** |
| *A-001* | *Description of assumption* |  |  |
|  |  |  |  |
|  |  |  |  |

# 1.2. Solution

## 1.2.1. Services

|  |  |  |  |
| --- | --- | --- | --- |
| CI name | Environment | Target service level | Comment |
| Srv01 |  | Managed OS |  |
| Srv02 |  |  |  |
|  |  | Managed PaaS |  |

## 1.2.2. Target infrastructure architecture

*At this level the architecture is still a suggestion, the final design will require dedicated workshops to collect all the detailed elements and finalize the solution*.

Lorem ipsum

### 1.2.2.1. Known Constraints

### 1.2.2.2. Expected Performance

### 1.2.2.3. Availability

List needs in terms of service availability

### 1.2.2.4. Scalability

List needs in term of scalability

### 1.2.2.5. Security

#### 1.2.2.5.1 Firewall

#### 1.2.2.5.2 Patching

* Identify the maintenance window (also use to perform the patching of / servers) desired by the client…
  + Proposed the dates and schedules if the client has no preferences,
  + There must be 2 patching slots (one nominal and one fallback)

*Example:*

* *Nominal slot: 3rd Tuesday of the month from 5h to 7h*
* *Fallback slot: 4th Tuesday of the month from 5h to 7h*

#### 1.2.2.5.3 Antivirus

* Accenture will install Sentinel One antivirus on xxx servers
* Identify if the client wants the installation of:
  + His own antivirus
  + Another antivirus other than the one proposed by Accenture

#### 1.2.2.5.4 SSL Certificates

#### 1.2.2.5.5 Data Management

* RGPD:
* Integrity:
* Confidentiality:

#### 1.2.2.5.6 RGPD

The General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union (EU) and the European Economic Area (EEA). It also addresses the export of personal data outside the EU and EEA areas. The GDPR aims primarily to give control to citizens and residents over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU.

Accenture has to comply to RGDP law and thus must record into its information system the RGPD status of this platform

|  |  |  |
| --- | --- | --- |
| **Type of data** | **Hosted on the platform** | **If applicable, Data Protection Officer contact details** |
| Data contain sensitive information? | **No** |  |
| Data are transferred out of Europe | **No** |  |

#### 1.2.2.5.7 Vulnerability scan

According to Accenture security policy, a vulnerability scan must be caried out on each public IP of the service/platform before the go-live.

### 1.2.2.6. Licenses

Define if the licenses will be provided by Accenture or the Client

### 1.2.2.7. OS & Softwares

Depending on the application constraints, client technical authority, OS version and middleware versions must be clearly stated in order to anticipate the deployment & supportability. The information will be reviewed during the design workshop.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CI name | OS name | OS version | Middleware | Version of middleware |
| Srv01 |  | Managed OS |  |  |
| Srv02 |  |  |  |  |
|  |  | Managed PaaS |  |  |

### 1.2.2.8. Backup

* What type of backup the client wants to set up?
  + Standard HP Data Protector® backup
  + Veeam backup
  + Other backup solutions (HP Storeonce…)
* What is the desired retention policy?
* Should we dedicate network interfaces on the backed-up servers (particularly for physical servers?)
* Should we set up a VLAN on the backup?

*Notes, to the responsible of this SoW:*

*Rules:*

* *VEEAM solution shall be promoted against Commvault*
* *If VM size < 2 To, available for VEEAM*
* *If VM size > 2 To, a formal validation from backup engineering team is required*

### 1.2.2.9. APM

In case of a web platform, an APM solution must be included in the proposal, at least for the integration phase.

If not accepted by the Client, a waiver form must be filled & signed.

### 1.2.2.10. Architecture Diagram

<Diagram + descriptions>

### 1.2.2.11. Architecture Assumptions

|  |  |  |  |
| --- | --- | --- | --- |
| ***#ID*** | ***Assumption description*** | ***Work package*** | ***Owner*** |
| *A-001* | *Description of assumption* |  |  |
|  |  |  |  |
|  |  |  |  |

## 1.2.3. DevOps

Description of DevOps items if included

Lorem Ipsum

## 1.2.4. Operations

### 1.2.4.1. ITIL practices / reminder

The Assurance Quality Plan frames the operational process & practices.

By default, the solution will be supported through the standard practices validated between both parties.

However, the project team needs to detect if some practices need to be updated due to the project output. For instance, new services levels may need to review the service level management practice shared between the 2 companies.

Diagram

Description automatically generated

#### Focus on practices

|  |  |  |
| --- | --- | --- |
| Practice | Target | Comment |
| Service catalog | Specific catalog needed for the application |  |
| Release management | Need to implement a devops solution with related governance |  |

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| 1. Transition &   Transformation  In this chapter we will define how the solution will be implemented and framed through Accenture project management framework.  This section initiate but does not replace the Project management plan that will be provided to manage the project once the solution is purchased. Though, it is still at this stage a projection, to be validated formally through a project low-level design. |
|  |

# 2.1. High Level Planning

<insert high level planning>

# 2.2. Risks Identified

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Ref | Risk Description | Impact [1-5] | Probability [1-5] | Value | Mitigation action | Owner |
| R-001 | Manque de ressources techniques | **2** | **5** | **10** | Lorem ipsum |  |
|  |  |  |  |  |  |  |

# 2.3. RACI T&T

|  |  |  |
| --- | --- | --- |
| Description | Client | Accenture |
| Action 1 | R | **A** |
| Action 2 | I | A,R |

# 2.4. Project Deliverables

The following deliverables will be provided during and at the end of the project (non-exhaustive and modular list):

* Networks & system configurations inventory
* The network architecture diagram
* Planning
* Acceptance test plan
* Migration process
* PAQ sur request
* RACI
* Monitoring set up

# 2.5. Project Team Organization

Accenture Project Team:

# 2.6. Client Prerequisites

The client undertakes to provide the following (non-exhaustive and modular list):

* Inventory of active items (brand, type, model)
* Network diagram
* Backup of the configurations
* IP address list
* Copy of maintenance contracts

# 2.7. Purchases

List of elements to purchase

# 2.8. Project Governance

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Occurrence** | **LBN participants** | **Client participants** | **Agenda** |
| Project committee | **Every Tuesday 10:00 AM CET** | Project manager  Service manager  Architect |  | Progress on tasks : completed, delayed, to be completed by next week  Raise concerns, blocking points |
| Project Change advisory board | **Included in project committee** | Project manager  Service manager  Architect |  | New requests  Changes follow-up  KPI on changes success |
| Project risk review | **Every Thursday, 15:00 CET** | Project manager  Service manager  Architect |  | Risks & related actions |
| Steering committee | **Forthnighly** | Project sponsor  Project manager  Service Manager  Sales |  | Global planning  Main risks  Decisions  Changes  Costs review |

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