Statement of Work for

Asset Management solution

**Unisys**

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**Version History**

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# Proprietary Notice

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# Executive Summary

## Background

ECB has asked Unisys to manage the IT-Assets from an Asset Management lifecycle perspective. Unisys will subcontract to Micro Focus a substantial part of the services Unisys proposes to ECB. This Statement of Work (“**SOW**”) describes the Services being subcontracted by Unisys to Micro Focus.

The Asset Management solution that is currently in place at ECB:

* Lacks proper data modeling, which complicates (or blocks) system integration
* Requires too much manual (spreadsheet) processing
* Lacks necessary process governance

The key objective of the services is to provide an Asset Management solution, based on Micro Focus Asset Manager, to track and manage hardware assets during their lifecycle and to report on software license compliance.

## Agreement

This proposal represents a legally binding offer valid until 30th June 2019, which may be accepted by Unisys subject to and upon execution of the Subcontract Agreement (“**Agreement**”) as described below. The validity of this proposal may be extended by Subcontractor.

Subject to the foregoing, this proposal shall be effective upon execution of the Agreement by and between Entco Deutschland GmbH (referred herein as “**Subcontractor**” or “**Entco**” or “**Micro Focus**”) and Unisys Belgium NV/SA (referred herein as “**Unisys” or “Customer**”).

The Agreement shall govern the supply of the Services described in this proposal, to the exclusion of other provisions and terms not included in the Agreement. This proposal shall be an Annex Document to the Agreement and is referred to therein as the “**Subcontractor’s Offer**”.

Subcontract Agreement: Subcontract Agreement

Subcontract Agreement Unisys\_Microfocus\_v7\_UIS\_12\_Dec FINAL\_modified\_2019-04-11\_v01 (002)-signed.pdf; Signed: 11.04.2019) (“**Master** **Agreement**”).

## Term

The Contract will be effective when executed by the parties (“Effective Date”). From the Effective Date, Entco will take 20 (twenty) business days to mobilize its resources before project delivery can commence.

# Solution Description

## Key Objectives

An Asset Management solution needs to be put in place in order for Unisys to provide the following services to the European Central Bank:

* Track & manage hardware assets during their lifecycle
* Report on Software license compliance

The key objective of the services is to provide an Asset Management solution, based on Micro Focus Asset Manager, to track and manage hardware assets during their lifecycle and to report on software license compliance.

The services cover at least the following scope:

* Designed and implemented data- model & -flow
* Micro Focus best practices applied for alignment of the process workflows related to Asset Management (Incident Mgmt., Change Management, Configuration Mgmt., Problem Management and Capacity Mgmt.)
* Improved data quality to prepare for the new AMDB (Asset Management Database)
* Initial load of the AMDB:
  + Transferring existing data from the current Asset Databases (P2P ISIS)
  + Enabling auto-load by auto discovery tool, via the SCCM connector (and UDiscovery)
  + Overseeing integration with Unisys provided AssetTrack toolset
* Train the trainer training for senior Asset Management resources (and max. 5 ECB power users)
* standard AM reports, asset load files and transform maps
* User Acceptance Testing / Go-Live support / Hypercare

## Solution Overview

The services will be delivered following a phased approach, leading to the following delivery milestones:

* Project initiation
  + Align with all stakeholders on the Asset Management solution and project approach
* Process, Policy & Platform
  + Define the processes that govern the full Asset Lifecycle, create the detailed design for functions and integrations and do the initial setup / deployment of the system
* Integrations & HAM configuration
  + Implement the integrations to master- & inventory data sources and prepare the system to be used for Hardware Asset Management
* UAT & Go-Live
  + Support Unisys with user acceptance testing and Go-Live
* Software Asset Management foundation
  + Import license data and setup of software counters to determine software license compliancy

# Services and Deliverables

## Work Breakdown Structure

|  |  |  |
| --- | --- | --- |
| **Work Package** | **Name** | **Description** |
| WP-1 | Project Initiation | Project Kick-Off workshop including all stakeholders |
| WP-2 | Process Review | In this work package, a process framework, including end to end processes to support the full Asset Lifecycle will be created |
| WP-3 | Detailed Design | Detailed designs will be created for Asset Manager functions and integrations based on the accepted end to end process descriptions |
| WP-4 | Software installation | Installation and initial setup of the software in all environments including installation documentation |
| WP-5 | Shared Data integrations | Integrating with data sources for so called “PPT data” (People, Places, Things). E.g Employee data, Location data, Organizational setup. |
| WP-6 | Inventory integrations | Creation of the data integrations to load inventory data into Asset Manager |
| WP-7 | HAM Foundation Configuration | Prepares the system for managing the IT Asset Lifecycle |
| WP-8 | UAT & Go-Live support | Acceptance Testing, preparation and hand over of the production environment |
| WP-9 | License Data import | Creation of a simplified function for mass uploading of license and related contract data into Asset Manager |
| WP-10 | Basic Counters setup | Installation of the SLO Best Practice package and creation of an additional set of predefined simple counters. |

## Work Packages and Deliverables

This section defines the Work Packages and the Deliverables to be provided by Entco during the project.

Deliverables means the tangible work product resulting from Entco’s performance of Services, excluding products, custom products, and modifications, enhancements, and derivative works.

Work Package (“WP”) means a specific task or set of tasks which details the components of the project, i.e., Services and Deliverables.

### Project Initiation

| **Work Package 1** | **Project Initiation** |
| --- | --- |
| Short Description | Project Kick-Off workshop including all stakeholders. |
| Activities | * Project Kickoff Workshop   Micro Focus will lead the kick-off meeting with agreed resources and stakeholders from both the Customer and Micro Focus teams to introduce the work. The Kick-Off meeting will be held in the form of a presentation of the Customer signed SOW, the aim being to ensure that all attendees are aware of:   * + The Project approach   + The scope and structure of the immediate initiative   + The Services and Deliverables to be provided by Entco, and the Acceptance process for those Deliverables   + The Pre Requisites required to progress each Work Package   + The Work Schedule   + The Resource Plan and Structure   + The Customer Responsibilities and Dependencies to support the Work Schedule   + Communications plan and Governance including:     - Reporting     - Risk and Issue Management     - Meeting Structure     - Change Control process     - Acceptance Process   + Document standards * ENTCO will then capture comments on all of the above and confirm actions with owners. |
| Deliverables (and/or Configurations) | * Kick Off Meeting * Kick Off Meeting Report – Including the presented slide deck, captured comments and the confirmed actions with owners |
| Acceptance Criteria | * Events (such as workshops) are accepted on delivery * Documents are accepted according to the Document acceptance process |
| Specific Assumptions | * All Stakeholders and other people that play a role in the project will be available * Meeting will be held on-site in Unisys/ECB offices. Unisys is expected to provide conference room with projector and screen to facilitate the workshops |
| Pre-requisites |  |
| *Unisys* Responsibilities | * Facilitate the Kick-Off workshop * Ensure availability of stakeholders |
| Unisys Resources | * All attendees – 1 day (includes meeting/preparation/actions) |
| Out of Scope |  |

### Process, Policy, Platform

| **Work Package 2** | **Process Review** |
| --- | --- |
| Short Description | During this phase, a process framework, including end to end processes to support the full Asset Lifecycle will be created.  Micro Focus IT Asset Lifecycle is visualized as follows:    The work described in this work package will be performed by reviewing existing documented processes related to Asset Management combined with workshops with key stakeholders in the following sub area’s (Procurement, Stock Management, Configuration Management and Disposal Management).  For Configuration Management, ITAM process descriptions as part of this work package are focused on the interaction between ITSM and ITAM processes. There will be no detailed description for ITSM processes themselves.  As part of the activities, a high level gap analysis between the end to end processes and the out of the box Asset Manager setup will be performed to identify requirements to be added to the backlog |
| Activities | * Process and Policy Review * Review of existing documented processes * Workshops with stakeholders in the following process area’s   + Procurement (Request, Approve, Procure)   + Stock Management (Receive, Asset Registration)   + Configuration Management (Deploy, IMACD)   + Disposal Management (Retire, Reuse, Dispose) * Develop Process Framework * Create Draft Processes * Create End to End processes to cover the full Asset Lifecycle * Gap Analysis: End to End Processes vs AM out of the box |
| Deliverables (and/or Configurations) | * Workshops described in “Activities” (might be combined) * Workshop Reports for each Workshop held * The Process Framework * Draft processes * End to end process descriptions for Asset Lifecycle management * Initial project Backlog |
| Acceptance Criteria | * Events (such as workshops) are accepted on delivery * Documents are accepted according to the Document acceptance process |
| Specific Assumptions | * Workshop will be held on-site in Unisys/ECB offices. Unisys is expected to provide conference room with projector and screen to facilitate the workshops * Each Workshop will take no longer than 8 hours * End to End processes for ITAM only. References with ITSM (or other related area’s) processes will be included |
| Pre-requisites |  |
| *Unisys* Responsibilities | * Facilitate the workshops * Identify the people involved in each of the workshop topics and ensure their availability for the workshops * Ensure Workshop attendees are well prepared and have knowledge of existing processes, as well as a view on how they expect the future processes to work. * Ensure stakeholders will be available for Q&A during the work package and for document review |
| Unisys Resources | * All attendees – 2 days per workshop (includes meeting/preparation/actions) * Availability of stakeholders during work package - 1 day/week average |
| Out of Scope | * Detailed descriptions of ITSM Processes |

| **Work Package 3** | **Detailed Design** |
| --- | --- |
| Short Description | Detailed designs will be created for Asset Manager functions and integrations based on the accepted end to end process descriptions. As part of the designs, Test Plans will be created where applicable. |
| Activities | * Create Detailed design for integrations * Create Test Plan * Create detailed design for AM Functions required for Process Support   + Asset Receive Function   + Stock Management Functions   + Non-inventory Attribute Update functions |
| Deliverables (and/or Configurations) | * Integrations Detailed Design including data mapping * AM Functions Detailed Design * Test Plan for unit testing |
| Acceptance Criteria | Deliverables in this work package are handled as documentation and will be accepted according to the document acceptation process. |
| Specific Assumptions | * Micro Focus best practices are leading and provide a directive design approach |
| Pre-requisites | * Work Package 2 deliverables are finished |
| *Unisys* Responsibilities | * Unisys/ECB SME’s are available to answer questions and to provide information |
| Out of Scope | Any functions and/or integrations not related to the agreed end to end processes |

| **Work Package 4** | **Software Installation (Server) and Setup** |
| --- | --- |
| Short Description | Micro Focus will perform the installation and initial setup of the software in all environments and create the installation documentation.  Asset Manager will also be prepared for first use. As part of this action, a set of profiles will be created, based on generic Asset Management roles that can add immediate value to the system. The following roles will be set up to work with out of the box functions and use external data as soon as it is loaded via the integrations   * Read Only user   This user can access dashboards and reports in AM Browser and AM Web Client. The user has no modification rights, and can see all data system wide.   * Contract Manager   Contract manager will have the ability to create and update contracts and link assets to contracts   * Hardware Asset Manager   Hardware Asset Manager will have the ability to create and update Assets.  The profiles will be generic system wide profiles. Usability may be limited at start due to limited availability of data.  Work instructions will be created for:   * Create & Update contracts * Create & Update assets |
| Activities | * Install and setup Asset Manager   + Install 3rd party components   + Install Asset Manager Application   + Create Asset Manager DEV database, including baseline Line-of-Business data * Deploy Asset Manager Web Client   + Install 3rd party components   + Deploy Asset Manager Web Service   + Deploy Asset Manager Web Tier * Deploy Asset Manager Browser   + Deploy Asset Manager Web Service   + Deploy Asset Manager Web Tier * Install Connect-It * Prepare for first use:   + Create 3 Profiles as described above   + Create 2 Work Instructions as described above |
| Deliverables (and/or Configurations) | * Installed and working Asset Manager * Installed and working Asset Manager Web Client * Installed and working Asset Manager Browser * Installed and working Connect-It * Installation documentation * Created Profiles   + Read Only   + Contract Manager   + Hardware Asset Manager * Created Work Instructions   + Create & Update Assets   + Create & Update Contracts |
| Acceptance Criteria | * Asset Manager client tools installed on AM Server * A user can log into AM Dev Database via the windows client on AM Server and browse through the screens using the Admin account * Automated Process Manager running as a service * Application Designer available on AM Server * Export Tool available on AM Server * A user can start Asset Manager application designer, automated process manager and export tool on the AM Server and log in to the database from each tool * A user can log into Asset Manager via the web client from his device and browse through the screens using the Admin account * A user can log into Asset Manager via the AM browser from his device and browse through the screens using the Admin account * A user can start Connect-It scenario builder and console on the AM Server * Documents are accepted according to the Document acceptance process |
| Specific Assumptions | * Accounts with Administrative Rights levels available for installation work * Windows Client available on the AM Server (Windows) * AM Administration environment (Application Designer, Automated Process Manager and Export tool) available on the AM Server (Windows) * End User access via Web Client or AM Browser only * Connect-It scenario Builder available on a windows server * Licenses for AM and Connect-It available within 30 days after first installation * The following 3rd Party applications are required   + AM Server (Windows)     - Java 1.8.xxx (x32 and x64)   + AM Web Server (Linux)     - OpenJDK8.0     - Tomcat 8.0     - Apache 2.2 |
| Pre-requisites | * Hardware (all environments) available according to recommended setup * SQL Database / Oracle Database Schema (empty) available with recommended settings (all Environments) |
| *Unisys* Responsibilities | * Provide Hardware * Provide Database and DBA support |
| Unisys Resources | * System Engineer to setup HW * DBA to prepare Database |
| Out of Scope | * Windows Client installation/distribution to end user devices |

### Integrations & HAM Configuration

| **Work Package 5** | **Shared Data Integrations** |
| --- | --- |
| Short Description | Shared data integrations ensure that so called “PPT data” (People, Places, Things) is loaded in Asset Manager and kept up to date. This type of data is usually used in multiple applications, with modifications performed in a single data source. To prevent duplicate modification actions in multiple tools, this data will be replicated into Asset Manager from a pre-defined trusted source.  This work package takes into account the minimum level of PPT data required for Hardware Asset Management:   * Location Data – an overview of buildings, floors and rooms where assets can be found * Employee data – an overview of all employees (internal and external) that can be linked to assets * Organizational setup – an overview of BU and Departments to determine ownership and responsibilities for Assets |
| Activities | * Source data analysis – identify data sources and technology to be used for the data * Create Integration Designs (Mapping overview) * Create the following integrations:   + Location Data 🡪 Asset Manager locations table   + Employee Data 🡪 Asset Manager employees & departments tables   + Organizational Data 🡪 Asset Manager |
| Deliverables (and/or Configurations) | * Shared Data Integration Design * Shared Data Integration Test Plan * Location Data 🡪 Asset Manager Integration * Employee Data 🡪 Asset Manager integration * Organizational Data 🡪 Asset Manager Integration |
| Acceptance Criteria | * Documents are accepted according to the Document acceptance process * Integrations Acceptance:   + All records in scope (defined in design) will be replicated into AM   + All attributes for the records in scope will be filled according to mapping design   + Performance: Integrations do not affect availability of source systems |
| Specific Assumptions | * Micro Focus Asset Manager Program team is not responsible for data quality in source systems. * Connection to data source is possible using the proposed methods * Firewalls allow traffic between Data Source and Connect-It * Data available in compatible trusted data sources (see Connect-It compatibility list); The availability of “Delimited Text”, “Web Services” and “Database” connector makes almost any data source “compatible” |
| Pre-requisites | * Trusted data sources available |
| *Unisys* Responsibilities | * Depending on integration technology chosen:   + Ensure delimited text files are exported   + Ensure files are copied to the right location for the integrations   + Provide Access to source systems * Provide SME help for non-Micro Focus data sources analysis |
| Unisys Resources | * SME to assist in data source analysis * System engineer to create automated file transfer for text file based integrations |
| Out of Scope | * Integrations not mentioned in this work package |

| **Work Package 6** | **Inventory Integrations** |
| --- | --- |
| Short Description | Create the data integrations to load inventory data into asset manager. Data sources for different assets are currently found in several applications. The following data types have been identified for each data source:   * UCMDB / UD:   + Universal Discovery Data   + Desktop Computers   + Laptop Computers   + Monitors   + Physical Servers (x86/x64, Managed by Computacenter)   + Virtual Servers (VMware (???)) * AssetTrack   + Updates from field engineer activities * SAP P2P   + Procured Assets * SCCM   + Software Installations * Trellis   + Data center hardware   For each data source, a data analysis is being performed to identify the mapping between source and Asset Manager attributes, to identify reconciliation keys and to prevent data conflicts if the same object appears in multiple data sources. The designs will also address the scheduling setup and if needed, preparation actions required to run the integrations. |
| Activities | * Source data analysis * Create Integration Designs (Mapping overview) * Create integrations based on the following technologies:   + UCMDB Generic Asset Manager Adapter     - Push Adapter: UCMDB 🡪 Asset Manager integration   + Connect-It Web Services Connector (REST)     - AssetTrack     - SCCM 🡪 Asset Manager Integration     - Trellis🡪 Asset Manager Integration   + Technology Unknown – Connect-It ‘Delimited Text’ connector     - Data sources identified during design phase |
| Deliverables (and/or Configurations) | * Integration Design * Integration Test Plan * UCMDB 🡪 Asset Manager Integration * AssetTrack 🡪 Asset Manager integration * Trellis 🡪 Asset Manager Integration * SAP 🡪 Asset Manager integration * SCCM 🡪 Asset Manager Integration |
| Acceptance Criteria | * Documents are accepted according to the Document acceptance process * Integrations Acceptance:   + All records in scope (defined in design) will be replicated into AM   + All attributes for the records in scope will be filled according to mapping design   + Performance: Integrations do not affect availability of source systems |
| Specific Assumptions | * Micro Focus Asset Manager Program team is not responsible for data quality in source systems. * Connection to data source is possible using the proposed methods * Web Services Based Integrations:   + REST API descriptions are available for Web Services Data Sources   + Access to REST API is granted * Excel integrations   + Excel file to be saved in a specific location for the integration to process it * “Delimited Text” based integrations   + Column Requirements will be provided in the integration designs   + Creation of exports to CSV from the source systems is Unisys responsibility   + Files need to be put in a specific location for the integration to process them * If other data sources are available, it is possible to change the integration method described here. |
| Pre-requisites | * Infrastructure is deployed and can be accessed by Micro Focus technical consultants * Firewalls allow traffic between Data Source and Connect-It |
| *Unisys* Responsibilities | * Provide Access to source systems * Ensure delimited text files are exported * Ensure files are copied to the right location for the integrations * Provide SME help for non-Micro Focus data sources analysis |
| Unisys Resources | * SME to assist in data source analysis * System engineer to create automated file transfer for text file based integrations |
| Out of Scope | * Integrations not mentioned in this work package |

| **Work Package 7** | **HAM Foundation Configuration** |
| --- | --- |
| Short Description | HAM Foundation prepares the system for managing the IT Asset Lifecycle in a partly automated environment. In this case, the automated component is tracking Hardware changes through inventory.  Focus of the HAM Foundation work package is the HAM Foundation setup includes the following functionalities:   * Inventory Data loaded in Asset Manager   + Out of the box reports and dashboards available * Functionality to create Contracts and link contracts to Assets (manually) * Functionality to manage non-inventory attributes   Main value at this stage is the availability of a centralized repository for IT Assets, which is kept up to date with actual inventory data from different data sources, and the possibility to enable notifications and basic workflows to get in control of data changes. To increase the base value of the system, this work package also includes the following |
| Activities | Configure the Receive Asset function according to the process  Configure the Attribute update function for attributes that are not updated via the inventory integrations |
| Deliverables (and/or Configurations) | Implemented and documented:   * Asset Receive function * Stock Management Function * Attribute Update Function |
| Acceptance Criteria | Users can login to the system and can receive / manage hardware assets, manage stocks and update any required attribute not updated via the inventory integrations. |
| Specific Assumptions | * Work Package is expected to run in parallel with the Process & Policy design work package, and therefore “Out of the Box” functionality is leading at this point in time, even if it is conflicting with the outcomes of the Process & policy work package |
| Pre-requisites | Work Package 4 is finished |
| *Unisys* Responsibilities | Provide resources/users that have had at least a basic training in Micro Focus Asset Manager |
| Out of Scope | * Adjustments based on work package 2 outcomes |

### UAT & Go-Live

| **Work Package 8** | **UAT & Go Live** |
| --- | --- |
| Short Description | ENTCO Will prepare the UAT Environment and support Unisys acceptance testers with the tasks described in the test plan. As part of UAT, ENTCO Will reserve 5-mandays for rework actions for defects  ENTCO Will prepare the Production Environment and handover to Unisys |
| Activities | * Install applications in UAT Environment according to installation documentation * Transfer work from DEV to UAT Environment * Setup system and automation in UAT according to HLD * Assist testers and perform rework actions * Install applications in PROD Environment according to installation documentation * Transfer work from PROD to UAT Environment * Setup system and automation in PROD according to HLD |
| Deliverables (and/or Configurations) | * Installed Applications in UAT Environment * Installed Applications in PROD Environment |
| Acceptance Criteria | * Systems are up and running * End users can login to the system * Data is loaded into the system via the Shared data & Inventory integrations * There are no open major defects |
| Specific Assumptions | * Infrastructure is deployed and can be accessed by Micro Focus technical consultants * Firewalls allow traffic between Data Source and Connect-It |
| Pre-requisites | All preceding work packages are finished and accepted |
| *Unisys* Responsibilities | Provide resources to execute the User Acceptance Tests |
| Out of Scope |  |

### Software Asset Management foundation

| **Work Package 9** | **License Data Import** |
| --- | --- |
| Short Description | Create a simplified function for mass uploading of license and related contract data into Asset Manager.  The activities in this work package go through a Dev -> Test -> Prod lifecycle |
| Activities | * Create the License contract data template |
| Deliverables (and/or Configurations) | * License & Contract data Template * Import function for licenses * Simplified license management function in Asset Manager * End User documentation on both functions |
| Acceptance Criteria | * License contract data imported in the system * End user can login and perform license management tasks as described in the delivered End User documentation |
| Specific Assumptions | * License contract data is available in a machine readable format (e.g. via an API, as CSV-/Excel-file) * Software installation data is provided through the SCCM integration |
| Pre-requisites | * Work Package 8 is finished |
| *Unisys* Responsibilities | * Provide license contract data in an agreed format |
| Out of Scope | * Investigating / Gathering historical license contract data not provided by Unisys |

| **Work Package 10** | **Basic Counters Setup** |
| --- | --- |
| Short Description | Install the SLO Best Practice Package and create an additional set of predefined simple counters. As priorities are currently unknown, the finalized list of software counters will be created during a SAM scoping workshop. The scoping workshop will identify key publishers and products, and prioritize these. The results will be added to the SAM Content Backlog.  Based on priority, a list of backlog items to be covered in this work package will be created in line with the available time for this work package.  The work package will have a timed limitation of 40 man-days. |
| Activities | * Host workshop to create SAM content backlog * Assist in prioritizing the Backlog items and the selection of items in the work list for this work package |
| Deliverables (and/or Configurations) | * SAM scoping workshop + captured workshop results * SAM Content Backlog * Work List for this work package * Time limited Services to implement the items from the work list |
| Acceptance Criteria | * Workshop executed and documented * Delivered Work List with SAM content to be implemented in the Work Package * Implemented work list items (e.g. Software counters) to a maximum of 40 consumed man-days |
| Specific Assumptions | * License Metrics for software counters are known * Attributes needed to calculate license metrics are available through the implemented inventory integrations |
| Pre-requisites | * Work Package 9 is finished |
| *Unisys* Responsibilities | * Provide subject matter experts for the scoping workshop |
| Out of Scope | * Any remaining items from the work list when the 40 man-days of services are consumed |

## Delivery Milestones

The estimated duration of the Asset Management Implementation project is around 9 months.

To be confirmed at project start, as part of the joint project plan review and schedule update.

|  |  |  |
| --- | --- | --- |
| **Delivery Milestone ID** | **Delivery Milestone** | **Approximate Durations** |
| DM-1 | Project Initiation:   * WP-1 Project Initiation | Month 1 |
| DM-2 | Process, Policy, Platform:   * WP-2 Process Review * WP-3 Detailed Design * WP-4 Software installation | Months 1, 2, 3 |
| DM-3 | Integrations & HAM Configuration:   * WP-5 Shared Data integrations * WP-6 Inventory integrations * WP-7 HAM Foundation Configuration | Months 3, 4, 5, 6 |
| DM-4 | UAT & Go-Live:   * WP-8 UAT & Go-Live support | Month 7 |
| DM-5 | Software Asset Management Foundation:   * WP-9 License Data import * WP-10 Basic Counters setup | Month 8, 9 |

## Delivery Team

The Delivery Team will be composed of Micro Focus Solution Architect(s) and Technical Consultants, skilled and knowledgeable on Asset Management, based in any of the Micro Focus office sites in the European Union and / or non-EU European Countries.

# Commercial Terms

## Pricing and Payment – Invoicing Milestones

|  |  |  |
| --- | --- | --- |
| **Invoicing Milestone ID** | **Delivery Milestones included** | ***Payment Amount in €*** |
| IM-1 | DM-1 Project Initiation | 99,617.00 |
| IM-2 | DM-2 Process, Policy, Platform | 161,127.00 |
| IM-3 | DM-3 Integrations & HAM Configuration | 225,242.00 |
| IM-4 | DM-4 UAT & Go-Live | 24,709.00 |
| IM-5 | DM-5 Software Asset Management Foundation | 105,305.00 |
|  | **TOTAL** | **616,000.00** |

## Order and Payment Information

Entco will issue invoices to Unisys based on the defined set of Invoicing Milestones.

The provisions of “Article 4: Prices and Payment” of the Agreement will govern invoicing and payment.

Prices are exclusive of taxes, duties, and fees (including installation, shipping, and handling), unless otherwise quoted.

Any service levels, credits and/or penalties agreed to in this proposal shall neither have any impact on or nor create any rights of Unisys in respect to any other Statement of Work not connected with the Services provided pursuant to the Agreement.

# Agreement and Authorization

In addition to Unisys’s execution of this proposal, Entco Deutschland GmbH shall require a valid acceptable purchase order referencing this proposal in order to begin to provide Entco Deutschland GmbH Services hereunder and Customer represents that its execution of this proposal is a binding commitment to purchase Entco Deutschland GmbH Services described herein. Customer agrees that the pre-printed terms of the PO shall not apply.

**Effective Date: 07.06.2019**

|  |  |  |  |
| --- | --- | --- | --- |
| **Entco Deutschland GmbH** |  |  | **Unisys Belgium NV/SA** |

**€**

*Authorized Signature Authorized Signature*

Jürgen Runge \_\_\_\_\_\_\_\_\_\_\_\_

*Printed Name Printed Name*

Managing Director

Entco Deutschland GmbH \_\_\_\_\_\_\_\_\_\_\_\_

*Title Title*

06.06.2019  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Date Date*

# Appendix

## Glossary

This table lists abbreviations commonly used in this document.

| Abbreviation | Description |
| --- | --- |
| ECB | European Central Bank |
| HAM | Hardware Asset Management |
| ITSM | Information Technology Service Management |
| SAM | Software Asset Managment |
| SM | Micro Focus Service Manager |
| SME | Subject Matter Expert |
| UCMDB | Micro Focus Universal Configuration Management Database |