# AWS Professional Services Statement of Work (SOW)

This Statement of Work (this “**SOW**”) for the Implementation Services is entered into between the entities specified in the table below and made a part of the AWS Implementation Services Addendum between Amazon Web Services, Inc. and Customer with an effective date of January 4, 2016 (the “**Addendum**”).  This SOW is effective as of the date the last party signs below (the “**SOW Effective Date**”). Capitalized terms used in this SOW may be defined in the Addendum.

**[ONLY INCLUDE IF MODIFYING/REPLACING AN EXISTING EXECUTED SOW][BEGIN]**

AWS and Customer intend for this SOW to replace the Statement of Work with an effective date of , which had the Customer Project name <<Project name of old SOW (the “[**August] SOW**”)]. Upon execution of this SOW, the [August] SOW will automatically terminate.  
**[END]**

|  |  |
| --- | --- |
| AWS Contracting Entity (“AWS”) | Amazon Web Services Italy Srl |
| Customer name | «${doc['sfa:name']}» |
| Customer Project name | «${doc['sfa:street']}» |
| Project Location | Rome, Italy |
| Customer Engagement Contact Name and Email Address | smith, smith@acme.com |
| Customer Accounts Payable /  Bill To / Invoice Information | Invoice  If this the first engagement for this customer, contact Brianna ([werreb@amazon.com](mailto:werreb@amazon.com)) to confirm this information is sufficient. |
| Customer Bill To Mailing Address | «${doc['sfa:street']}»  «${doc['sfa:city']}», «${doc['sfa:country']}», «${doc['sfa:postalcode']}» |
| Customer AWS Billing Account Number | 090349813275908813274598 |

## Scope of Implementation Services

AWS will provide the following consulting and advisory assistance, for up to the total number of days set forth in this SOW.

**«[#if doc['sections:sections']?seq\_contai»Assistance with Customer’s Business/Technology Roadmap**

AWS will work with the Customer’s business, technology, and architecture teams to advise on a specific, detailed technology execution roadmap focused on Customer’s desired business outcomes in connection with Customer’s use of AWS Services (the “Customer Roadmap”). AWS will assist Customer with designing a Customer Roadmap to include an actionable vision and high-level plan on the process and technology requirements designed to help Customer achieve certain business results using AWS Services. The Customer Roadmap may include the following information:

* Identification of specific AWS Services that may be used by Customer
* Identification of any adjacent infrastructure products that may be used by Customer
* Customer’s actionable execution items ordered for Customer’s optimal adoption of AWS Services
* High-level estimates of Customer’s potential value realization at defined points in adoption of AWS Services

«[/#if]»

«[#if doc['sections:sections']?seq\_contai»**Advise on Customer’s Current State Assessment, Future State Architecture and Gap Analysis**

AWS will assist Customer with a current state assessment on the identified enterprise infrastructure to help Customer evaluate their existing technology and processes, and establish a thorough understanding of the Customer’s current environment.

Based on an assessment of Customer’s current environment, AWS will assist Customer with documenting a possible future state architecture using AWS Services, focusing on the goals stated in the Customer Roadmap described above.

AWS will assist Customer with a gap analysis to help highlight areas where Customer’s existing technology and processes may be modified to help Customer bring their environment closer to a specified future state using AWS Services. This gap analysis may also include general recommendations for Customer’s execution of modifications.

As may be agreed by AWS and Customer, the current state assessment and gap analysis described above, may include information on using AWS Services in the following areas:

* Compute, storage, network infrastructure
* Compute, storage, network provisioning
* Operating systems
* Management tools
* Disaster recovery tools and processes
* IT service management infrastructure and processes

«[/#if]»

**Advise on Execution of Customer Roadmap**

AWS will advise Customer during Customer’s execution of certain areas of the Customer Roadmap, which may be include the following areas (as may be agreed by AWS and Customer):

* Assist Customer with a pilot of new AWS Services that Customer may use in a lab or production environment
* Assist with briefing of certain Customer teams on AWS Services that may be critical to Customer’s future end state
* Assist Customer with evaluating certain key performance indicators (KPIs) during Customer’s execution of the Customer Roadmap, and providing recommendations for Customer’s adjustments to their architecture, execution plan or KPI tracking

**IAM Workshop, Design and Build Assistance (5 Days)**

**Tasks:**

* AWS to conduct a workshop with Customer regarding use of IAM on AWS Services, which may include the following:
* General discussion of IAM users, groups, roles and federation on AWS Services
* Assist with review of Customer’s internal governance roles and accountabilities in relation to Customer’s use of AWS Services
* Assist with review of Customer’s current IAM roles and authorization policies on AWS Services

**Getting Started on AWS (2 Days)**

**Tasks:**

* AWS to conduct a 2-day AWS Essentials Workshop with the Customer, which may include the following:
* Advise Customer on general recommendations regarding AWS Account setup (e.g., account access and approvals, account structures, master billing account setup).
* Advise Customer on general recommendations regarding VPC selection and general AWS account strategy on AWS Service
* Assist Customer with review of general best practices for use of AWS Services
* Advise Customer on general recommendations for configuration of IAM users and roles on AWS Services
* Advise Customer on general recommendations for setup of Amazon CloudWatch monitoring, logging, alarms and notifications
* Advise Customer on general recommendations for application logging approach using AWS Services (e.g., centralized aggregation and persistence, analytics and insights)
* Assist Customer with setup of AWS CloudTrail
* Advise Customer on general approach to tagging and governance of AWS Services usage (e.g., use of Consolidated Billing)
* Assist with general review of Customer’s identified use case(s) for Amazon S3 (e.g., S3 buckets, policies, key structures)
* Advise Customer on general recommendations for use of Amazon CloudHSM and key management on AWS Services
* Advise Customer on general configuration management process on AWS Services
* Assist Customer with review of general approach to continuous integration & deployment on AWS Services
* Discuss with Customer potential options for LDAP / Active Directory federation on AWS Services.

**AWS Health Check (5 Days)**

AWS will assist Customer with review of Customer’s existing architectural designs and plans for Customer’s planned future VPC environment on AWS Services, and assist Customer in identifying gaps (if any) in Customer’s current design.

AWS will assist Customer with the following:

* General discussions and white board sessions with the Customer’s identified subject matter experts (SMEs) to help understand certain business and technical requirements
* Review of Customer’s proposed VPC infrastructure design on AWS Services, which may focus on areas of networking, storage, security, and operations on AWS Services
* Review of Customer’s uses existing AWS Service features
* Review of Customer’s goals and priorities for new AWS Services (i.e., AWS Services that Customer is not already using)

AWS will assist Customer with a gap analysis of Customer’s existing architectural designs on AWS Services and provide Customer with recommendations on general best practices for use of AWS Services. Assistance with the gap analysis may include the following, as may be agreed by AWS:

* Assistance with review of Customer’s current Amazon VPC design and any differences from general best practices for use of AWS Services.
* Assistance with review of Customer’s current Amazon EC2 Instance provisioning process
* Assistance with review of Customer’s network connectivity relating to Customer’s existing VPC on AWS Services
* Assistance with review of Customers usage of storage relating to Customer’s existing VPC on AWS Services
* Assistance with comparison of Customer’s current VPC configuration on AWS Services against general best practices for use of AWS Services.

**VPC Jumpstart (4 Days)**

**Tasks:**

* AWS to conduct a 1-day Amazon VPC Workshop with Customer, which may include the following:
* Advise Customer on general recommendations regarding account governance (e.g., use of master accounts on Consolidated Billing)
* Assist Customer with gathering or general requirements to help support design and setup of one (1) VPC environment using AWS Services
* Advise Customer on design of networking using AWS Services, which may include assistance with VPC configurations, IP addressing, subnets, NAT rules and ACL’s, VPN & Direct Connect and Security Groups on AWS Services
* Assist Customer with setup of one (1) VPC environment on AWS Services, based on general requirements gathered and mutually agreed design
* Advise Customer on general recommendations regarding use of AWS Services with respect to security, networking, infrastructure deployment, VPC management, monitoring, and logging

**Customer Architecture Plan and Design (5 Days)**

**Tasks:**

* AWS to conduct a workshop with Customer regarding AWS Architecture Plan and Design topics, which may include the following:
* Assist Customer with general review of conceptual architectural models on AWS Services, which may include review of constraints and dependencies, potential alternatives and associated evaluation criteria
* Assist Customer with review of possible deployment patterns on AWS Services (e.g., re-hosting, refactoring, revising, rebuilding and replacing)
* Advise Customer on general best practices for architecting on AWS Services, which may include general best practices applicable to Customer’s identified use case(s) on AWS Services
* Assist Customer with review of Customer’s current architecture, dependencies and operational requirements on AWS Services

**Static Workload Migration Proof of Concept (POC) (10 Days):**

**Assistance with Analysis and Planning for a POC Workload Migration on AWS Services (4 days)**

* Assist Customer with identification of current infrastructure performance benchmarks and criteria for evaluation
* Assist Customer with identification of certain service components and dependencies to be evaluated running on AWS Services
* Assist Customer with identification of software installation and configuration steps to be performed by Customer, designed to run a mirror of Customer’s identified systems on AWS Services
* Assist Customer with review of security and compliance requirements for the POC workload running on AWS Services.
* Assist Customer with identification of current infrastructure quantities and sizing for items to be included in POC workload on AWS Services
* Assist Customer with general project work plan for migration of POC workload to AWS Services

**Assistance with POC Workload Migration & Provisioning (4 days)**

* Assist Customer with implementation of the base infrastructure on AWS Services (e.g., Amazon VPC, Amazon EC2 instances and EBS volumes) for POC workload and environment
* Assist Customer with the configuration of Amazon EC2 instances
* Advise Customer on the configuration of AWS Services designed to meet certain performance levels
* Assist Customer with the importing of representative data sets into AWS Services to support testing activities for POC workload

**Assistance with POC Workload Testing and Evaluation (2 days)**

* Assist Customer with testing of end-to-end transactions for the POC workload running on AWS Services.
* Assist Customer with evaluating general system performance of the POC workload running on AWS Service.

## Advisory and Architectural Consulting Services

AWS will make available a consulting resources to provide the Implementation Services described in this SOW, for up to the total number of days set forth in this SOW. The specific Implementation Services (e.g., description of each individual project, project scope of work) to be provided by AWS under this SOW are subject to the prior written approval of AWS in each case, and may include assistance with the following in connection with Customer’s use of AWS Services:

**IT Transformation and Strategy Assistance:**

* Assist Customer in discovery, evaluation, assessment and classification of selected Customer environment, systems and applications
* Assist Customer with defining certain business and IT capabilities offered by AWS Services
* Assist Customer with defining usage scenarios, use cases and process flows for use of AWS Services
* Assist Customer with defining conceptual architecture models, possible alternatives and evaluation criteria for use of AWS Services
* Assist Customer with identification of the possible deployment patterns to be offered (rehosting, refactoring, revising, rebuilding, replacing) using AWS Services
* Assist Customer with Work Breakdown Structure (WBS) and work backlog planning for use of AWS Services
* Assist Customer with documenting Customer’s internal roadmap to help support Customer’s move to AWS Services
* Assist Customer with collection of information to assist Customer with a high-level ROI/TCO study based on Customer’s planned use of AWS Services

**Assistance with Definition of Governance Structure:**

Assist Customer with the following:

* Definition of Customer’s accountabilities and role assignments in connection with use of AWS Services
* Definition of Customer’s proposed internal AWS account structure
* Definition of Customer’s proposed internal oversight and internal sign-off structure for usage of AWS Services

Assist Customer with the following:

* Documentation of Customer’s internal governance roles, accountabilities and RACI maps
* Documentation of Customer’s planned use of AWS IAM roles and authorization tables for use of AWS Services
* Documentation of Customer’s proposed AWS account structure
* Documentation of Customer’s proposed internal sign-off structure and process for use of AWS Services

**Assistance with Definition of Network and Security Requirements:**

Assist Customer with the following:

* Advising on Customer’s general security policies and standards when using AWS Services
* Advising on Customer’s definition of key controls and objectives for use of AWS Services
* Advising on the general design of a role-based access control approach to managing use of AWS Services
* Advising on design and implementation of Customer’s planned technical security controls when using AWS Services
* Advising on definition of Customer’s internal data classification and compliance flow requirements when using AWS Services

Assist Customer with the following:

* Documentation of Customer’s key internal security controls and objectives for use of AWS Services
* Documentation of Customer’s initial internal access control approach for use of AWS Services
* Implementation of Customer’s initial internal security controls for use of AWS Services

**Assistance with Definition of Cloud Environments:**

Assist Customer with the following:

* Documenting Customer’s end state VPC design for development, test, staging and production using AWS Services
* Documenting Customer’s Subnet design – sizing and addressing using AWS Services
* Documenting Customer’s Security groups – protocol flow restrictions using AWS Services
* Documenting Customer’s connectivity design – flow into corporate and internet network using AWS Services

**Assistance with Definition of Enterprise Architecture Policies and Practices:**

Assist Customer with the following:

* Advice on general best practices for using AWS Services with certain application types
* Definition of Customer’s internal policies for use of AWS Services (e.g., tagging, metering, provisioning, de-provisioning of AWS Services)
* Definition of Customer’s internal standards for use of AWS Services (e.g., recommended services, instances, sizes and metrics on AWS Services)

Assist Customer with the following:

* Examples of new policies and general practices for use of AWS Services
* Documentation of Customer’s recommended internal process changes for use of AWS Services
* Documentation of Customer’s initial internal policies regarding tagging, metering, provisioning, and de-provisioning of AWS Services.
* Documentation of Customer’s initial set of internal standards regarding services, instances, sizes, and metrics on AWS Services.

**Assistance with Operational Integration:**

Assist Customer with the following:

* Work with Customer to help define Customer’s internal operational roles and duties in connection with use of AWS Services
* Assist Customer with development of a general strategy for provisioning and monitoring of AWS Services
* Advise Customer on their management of AWS accounts and billing structure
* Assist Customer with development of access provisioning workflow and integration for use of AWS Services

Assist Customer with the following:

* Documentation of Customer’s internal security and operational playbook for use of AWS Services
* Documentation of Customer’s internal operational roles matrix for use of AWS Services
* Advise Customer on possible revisions to documentation of Customer’s internal policies with regards to tagging, metering, provisioning and de-provisioning of AWS Services.

**Security Operations Playbook:**

A collaborative engagement that delivers a set of tailored artifacts that provides a clear path from strategy to tactics by providing task-oriented instructions, discrete code samples, and defined methodologies for managing an enterprise’s risk while migrating their workloads on to AWS.

1. **Cloud Security Strategy: (8 days)**

AWS will assist Customer with production of a concise written strategy document rooted in the customer’s policies & requirements and the AWS shared responsibility model that utilizes the security capabilities framework to highlight enterprise security principles for a successful cloud transformation, and provides a roadmap for driving enterprise security principles into workstreams that support workload migration and deployment.

AWS will assist Customer with the following tasks:

* Information Discovery & Project Planning - 1 Day
* Enterprise Security Strategy Workshop - 2 Days
* Draft Enterprise Security Strategy - 2 Days
* Iterate with Customer - 2 Days
* Read-out & Next Steps - 1 Day

1. **Assistance with Cloud Security Playbook: (35 days)**

Assist Customer’s security team with developing a referenceable written resource (“playbook”) for Customer’s execution of certain security and audit tasks utilizing AWS Services. The playbook will describe up to 10 use cases with implementation plans.

AWS will assist Customer with the following tasks:

* Information Discovery & Project Planning- 1 Day
* Security Playbook Workshop - 2 Days
* Use Case Details / Architecture Drafts - 10 Days
* Document completed use cases - 10 Days
* Use Case Iteration with Customer - 5 Days
* Use Case Validation - 5 Days
* Read Out & Next Steps - 2 Days

1. **Assistance with two Runbooks: (10 days)**

Assist Customer’s security team with developing two sample runbooks to automate use cases defined in the security operations playbook. The runbook may cover an operations process, the automated configuration & hardening of a workload, or the deployment of security infrastructure. A runbook provides the implementation details of a use case in a repeatable or automated fashion along with the conditions of use and user defined options/parameters.

AWS will assist Customer with the following tasks:

* Review Playbook Use Cases (functional decomposition, requirements analysis) - 1 Day
* Build runbook environment & draft runbooks - 4 Days
* Test runbooks - 1 Day
* Demonstrate runbooks to customer & collaborate on iteration- 3 Days
* Package & Deliver final runbooks - 1 Day

1. **Review AWS Security Feature User Guide: (1 day)**

The AWS Security Feature User Guide pulls together into one place security relevant documentation about the AWS services identified in the customer’s security playbook from AWS source documentation.

AWS will assist Customer with the following tasks:

* Delivery of AWS Security Feature User Guide
* Review of content

**Cloud Adoption Framework**

1. **Discover Workshop**

AWS will conduct a Discover workshop, the focus of which will be to gain a better understanding of Customer’s existing infrastructure, security processes, application portfolio and operational processes, focusing on the goals stated in the Cloud Adoption Framework Plan described below. As part of the discover workshop, AWS will:

* Assist Customer in discovery, evaluation, assessment and classification of selected Customer environment, systems and applications

1. **Assistance with Customer’s Cloud Adoption Framework Plan**

AWS will work with Customer’s business, technology, and architecture teams to advise on a specific, detailed technology execution roadmap focused on Customer’s desired business outcomes in connection with Customer’s use of AWS Services (the “**Cloud Adoption Framework Plan**”). AWS will assist Customer with designing a Cloud Adoption Framework Plan to include an actionable vision and high-level plan on the process and technology requirements designed to help Customer achieve certain business results using AWS Services. The Cloud Adoption Framework Plan may include information to do the following:

* Assist Customer in discovery, evaluation, assessment and classification of selected Customer environment, systems and applications
* Assist Customer with defining certain business and IT capabilities offered by AWS Services
* Assist Customer with defining usage scenarios, use cases and process flows for use of AWS Services
* Assist Customer with defining conceptual architecture models, possible alternatives and evaluation criteria for use of AWS Services
* Assist Customer with identification of the possible deployment patterns to be offered (rehosting, refactoring, revising, rebuilding, replacing) using AWS Services
* Assist Customer with WBS and work backlog planning for use of AWS Services
* Assist Customer with documenting Customer’s internal roadmap to help support Customer’s move to AWS Services
* Assist Customer with collection of information to assist Customer with a high-level ROI/TCO study based on Customer’s planned use of AWS Services

Based on an assessment of Customer’s current environment, AWS will assist Customer with documenting a possible future state architecture using AWS Services, focusing on the goals stated in the Cloud Adoption Framework Plan described above.

## Assumptions

The following assumptions are agreed to and apply to the Implementation Services described in this SOW.

* Some Implementation Services may be provided on-site at the Customer’s facilities at the location noted in the table above, as may be agreed by AWS. All other Implementation Services under this SOW will be provided remotely or at such other locations as may be agreed upon by both parties.
* All fees and charges in this SOW are stated in and will be charged in Euros unless otherwise specified, and are exclusive of applicable taxes and duties, such as VAT, GST, sales tax or other similar taxes.
* AWS provides Implementation Services on a time and materials basis only. Customer is responsible for managing all project timelines and determining the level of involvement requested from AWS.
* AWS may assist the Customer with calculating Customer’s estimated total cost of ownership or value realization for AWS.  The results are based on information provided by Customer.  Monthly charges will be based on Customer’s actual usage of AWS, and may vary from estimates.
* AWS provides general consulting and advisory services (for example, high-level analysis, design, planning) and not production-ready code or operations services.
* **[INCLUDE THE FOLOWING ASSUMPTION IF THE SOW INCLUDES REFERENCES TO COMPLIANCE-RELATED ACTIVITIES]** Any advice provided by AWS relating to security, risk, governance or other compliance-related matters is not legal or regulatory compliance advice and is advice about the AWS Services only. Customer is responsible for assessing its legal and regulatory requirements and whether its proposed use of the AWS Services meets those requirements.
* Any sample code, scripts, templates, proofs of concept, documentation and other items provided by AWS under this SOW are “AWS Content,” as defined in the Agreement, and are provided for illustration purposes only. All such AWS Content is provided solely at the option of AWS, and is subject to the terms of the Addendum and the Agreement. Customer is solely responsible for deploying, testing, and supporting any sample code provided by AWS under this SOW.
* AWS is not required to provide any third-party software, applications, libraries, data, tools, technology or other Third Party Content under this SOW. Customer is solely responsible for procuring all Third Party Content that Customer intends to access or use in connection with AWS Services. AWS is not required to perform any business application development in connection with the Implementation Services.
* Customer will provide AWS with appropriate access to personnel, documentation, systems and facilities in connection with the Implementation Services.
* To the extent that the terms of this SOW conflict with any of the terms of the Addendum, and the SOW explicitly states that it intends to modify the conflicting terms, this SOW supersedes the Addendum.

## Schedule of Rates

Implementation Services are delivered solely on a “time and materials” basis, using the daily rates below, and will not exceed the total below without the prior written authorization of the parties. A “day” is an 8-hour period.

|  |  |  |  |
| --- | --- | --- | --- |
| Consultant Level/Role | Daily Rate | Number of  Days | Cost |
| Staff Consultant | €2,000 | 10 | €20,000 |
| Senior Consultant | €2,600 | 8 | €20,800 |
| Subtotal |  | 18 | €40,800 |
| 10% Discount |  |  |  |
| Total – Not to Exceed |  |  |  |

## Engagement Related Expenses

Only actual travel and lodging expenses related to delivery of Implementation Services will be billed along with associated consulting time, as set forth above. Billable expenses will not exceed the total below without prior written authorization of the parties.

|  |  |  |
| --- | --- | --- |
| Onsite Per-Diem | Total Days Approved | Travel Expense Cost Estimate |
| 18 | 400 | €7,200 |

## Billing labor and expenses

Actual consultant time and expenses will be billed monthly, at the end of each month for the duration of the engagement under this SOW. Payment is required on the terms set forth in the Addendum. Customer’s billing details are as set out in the table at the front of the SOW or as notified in writing from time to time by Customer.

## Timeline

This SOW is effective as of the SOW Effective Date and will automatically terminate on the date that is six months after the SOW Effective Date, unless earlier terminated by either party in accordance with Section 4 of the Addendum. Either party may terminate this SOW upon thirty (30) days’ prior written notice to the other party. Upon any termination of this SOW, Customer will pay AWS for all Implementation Services already performed or in-progress under this SOW, and all expenses incurred by AWS in connection with this SOW up to the effective date of the termination. Upon any termination of this SOW, Customer agrees that AWS will have no further obligations to Customer for any Implementation Services covered by this SOW.

**Privacy**

AWS and its affiliates will treat any personal data relating to the personnel of Customer (the “Personnel”) that is provided to AWS or its affiliates for the purposes of this SOW as subject to the AWS Privacy Policy (available at <http://aws.amazon.com/privacy/>). Customer consents, and will ensure that the Personnel to whom such personal data relates consent, to the collection, storage, use, disclosure and processing of personal data of the Personnel by AWS and its affiliates in accordance with the AWS Privacy Policy for the purposes of this SOW, including to provide the Implementation Services or to communicate with Customer and its Personnel. Customer represents and warrants that it is entitled in accordance with applicable laws to provide such personal data to AWS and its affiliates for the purposes of this SOW. Customer acknowledges, and will ensure that the Personnel to whom such personal data relates are aware, that the personal data may be transferred to other countries outside the domicile of Customer or those individuals.

## Governing Law; Venue

The laws of Luxembourg, without reference to conflict of law rules, govern this SOW and any dispute of any sort that might arise between you and us. Any dispute relating in any way to this SOW, including where a party seeks interim relief, will be adjudicated in a court of district of Luxembourg. Each party consent to exclusive jurisdiction and venue in those courts. Notwithstanding the foregoing, AWS may seek injunctive relief in any state, federal, or national court of competent jurisdiction for any actual or alleged infringement of AWS`s, its Affiliates or any third party’s intellectual property or other proprietary rights. The United Nations Convention for the International Sale of Goods does not apply to this SOW.

Acceptance and Authorization

**IN WITNESS WHEREOF,** the parties have executed this SOW as of the SOW Effective Date.

**Amazon Web Services Italy Srl customer**

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| --- | --- | --- |
|  |  |  |
| Full Name |  | Full name |
|  |  |  |
| Title |  | Title |
|  |  |  |
| Signature |  | Signature |
|  |  |  |
| Date |  | Date |