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**Services Statement of Work**

**Automated Application Deployment Phase 4**

**(Inline with the Scope of Work of the baseline Managed Service Delivery Contract, dated Dec 15, 2022)  
  
Dec 26, 2024**

**Submitted by**

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This Statement of Work, effective on Jan 01, 2025, (referred to as "SOW") is subject to and entered into pursuant to the Master Services Agreement dated **AUGUST 15, 2019**, between Eversource Energy Service Company ("**EVERSOURCE**") and LTIMindtree ("**Supplier**").

# Project Name

ITConnect Automated Application deployment and modern desktop Phase 4

# Project Overview

**Phase 4** – This phase will consist of six key releases aimed at enhancing the Automated Application Delivery process for users based on their Personas. Building upon the framework developed in previous phases, Phase 4 will leverage **ServiceNow**, **Active Directory**, **SailPoint IIQ**, and **SCCM/Intune** to deliver advanced persona-based solutions.

Key enhancements in Phase 4 include:

* **My Persona Phase 2**: Streamlining persona creation, updates, and deletion processes with added support for app configurations and pre-configurations for fields like Location and Room. A **My Persona usage report** will provide detailed tracking and analysis.
* **Alerts and Notifications**: A new alert mechanism to notify persona owners of app/role changes affecting their personas, along with a review process for new app compatibility with "My Persona."
* **Workflow Enhancements and Dashboards**: Introduction of dashboards to monitor persona configurations, usage, and key performance indicators (KPIs). Automation features such as pre-approval capture functionality will reduce manual intervention.
* **Service Portal Upgrades**: Refactoring widgets and onboarding forms to improve user experience and ensure data integrity. Preloading all app requests before submission will be mandatory to minimize errors.
* **Synchronization and Custom Table Enhancements**: RITM synchronization across workflows and addition of variables in access forms to improve visibility and reporting of persona-related data.

This project will be executed in ‘Fixed Price’ mode.

## In Scope

The project scope includes new features or enhancements to the pre-existing features of the ITConnect platform that are received through requests for development: The project scope for **Phase 4** includes the following features and activities:

The project scope for **Phase 4** includes the following key releases and activities:

**Release 4A: My Persona Phase 2**

* **Creating My Personas**: Prevent duplicate names, add CIP apps, support custom fields, and provide pre-configurations (e.g., FWo, Location).
* **Updating My Personas**: Enable app/role modifications, persona updates, and notifications for app changes. Restrict "Shared With" users from editing.
* **Deleting My Personas**: Handle terminated user personas via notification, reassignment, or auto-deletion.
* **Using My Personas in Onboarding Forms**: Highlight "My Personas," separate Global vs. My Personas, precheck Computer, and disable Phone options. Create a **usage report**.

**Release 4B: Alerts, Notifications, and Persona Maintenance**

* Notify persona owners about app/role changes (e.g., updates, retirements).
* Establish app review processes to determine compatibility with "My Persona."

**Release 4C: Workflow Enhancements and Dashboards**

* Develop dashboards for tracking personas, applications, and KPIs.
* Automate approval workflows with hidden variables for improved reporting.
* Generate detailed reports, including onboarding stats, stalled requests, and time savings.

**Release 4D: Service Portal Upgrades**

* Prevent form submissions until app requests are fully preloaded.
* Refactor widgets and scripts for dynamic data retrieval and better performance.
* Align updates with the ITConnect Yokohama upgrade.

**Release 4E: Synchronization and Access Enhancements**

* Synchronize RITMs across IIQ and ITConnect workflows.
* Resolve email generation bugs and REQ state inconsistencies.
* Add variables to track persona selection and improve app tables.
* Revise access forms and support CyberArk integration changes.
* Conduct **final knowledge transfer (KT)** to ITConnect.

## Scheduled Timelines

This engagement is expected to start on **January 1st, 2025**, and conclude by **August 8th, 2025**. These timelines are indicative and will be finalized collaboratively by the Eversource Project Manager, Eversource Technical Architecture and Engineering team, and Supplier SMEs.

The project will follow a **Hybrid Approach**, using **Agile** for ServiceNow development and **Waterfall** for other areas.

There will have Production deployments which will follow the usual Eversource SDLC and Change Management process:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Milestone** | **Business Priority** | **Scope** | **Start** | **Finish** |
| ***Rel:***  ***Sprint:*** | H | "Create a unified form titled “Persona Management for Onboarding New Users” that allows users to create, manage, or delete self-managed Personas, or request updates for IT-managed Global Personas. The form should clearly discourage use for updating existing user profiles (e.g., manager changes) and include a toggle to switch between ""My Persona"" and ""Global Persona"" modes, each with contextual guidance.  My Personas are self-managed and intended for personal or small team onboarding, while Global Personas are IT-managed and designed for high-volume, enterprise-wide use. For Global Personas, the form should support a dynamic pick-list of existing options, restrict app selection to those in the Application Access form (excluding AD groups or SharePoint), and reuse the app-role selection interface used in My Personas. The existing ITConnect workflow should remain in place to process submissions." |  |  |
|  |  | Many contractor personas linger in the system long after the individual has left. This creates security and license management risks.   We propose a scheduled persona audit job that flags contractor-linked personas inactive for 90+ days. Collaborators or managers receive a notification with options to reassign or decommission. A supporting workflow ensures approval tracking and persona deactivation. Stalled records for persona. |  |  |
|  |  | "The current Persona Automation Performance Analytics Dashboard already tracks time and click savings. However, this data is not integrated into strategic reviews or enhancement prioritization.  We propose creating a new indicator score within the dashboard to report on business value delivered. This includes cumulative clicks saved, total hours reduced, and effort avoided per enhancement feature. Data will be used in SOW justifications and executive reporting, making value delivery measurable and transparent. "  Keystroke report can be implement for my persona record. |  |  |
|  |  | "Enhance the business app table by introducing new fields that will explicitly denote associations with different personas. This enhancement should allow easy identification of which apps are tied to specific personas, providing clear visibility into how applications are interconnected within the system.  It would basically be a view of the Persona Application Licenses filtered on that app’s name. Suggested 2 places that would make sense for this table to be added:  Adding the table underneath the existing Application Access Roles table on the main screen (preferred)  A new tab called “Personas” to hold the table (1 persona to cater to certain areas, which application should have access to)" |  |  |
|  |  | On My Persona management form, only show the Accounting and Location fields on the Create/Modify My Persona form if "Is this an employee or contractor?" = Contractor since, during onboarding, selection of Hiring Manager overwrites AU & CCC values for contractors and all fields are overwritten for employees. |  |  |
|  |  | In case of Modify Persona, Currently even if there are no modifications to Applications/Roles under a My Persona, a notification is being sent including the Summary details (Applications/Roles). We can work on sending the notification containing only the Persona related modifications. |  |  |
|  |  | In case of Modify Persona, there is no validation during submission to check if there are any actual modifications done by the user. This creates requests which are ideally not performing any actions. We can work on having a validation during submission |  |  |
| Unit Testing | H | Bug fixes & Regression |  |  |
| SIT |  | SIT Testing |  |  |
| UAT | Required | UAT Testing |  |  |
| GO Live | Required | Prod Deployment |  |  |

# Detailed Services Plan

During the lifecycle of the project, the Supplier resources will take ownership of any issues and/or support requirements and work in conjunction with the appropriate teams to resolve issues.

As expected by Eversource, the Supplier will:

* Make sure that the project’s resources provide immediate service to project needs.
* Manage all supplier tasks and resources associated with the project.
* Communicate project change related updates to EVERSOURCE, and Third-Party Vendors

# Project Responsibilities

This section articulates the roles and responsibilities of SUPPLIER and EVERSOURCE throughout the project as specified in this SOW.

## Supplier Responsibilities

The supplier will follow the EVERSOURCE methodologies, in compliance with Eversource Security policies for planning, requirement gathering, design, integrations, build, test, deploy, go-live, monitor and report.

The supplier will be responsible for:

1. Provide “qualified” resource, knowledgeable in their field, that can meet the Project Requirements, Schedules, and Milestones.

2. Respond to personnel work performance issues raised by Eversource within two business days or less. It assumed that good faith efforts will be made to resolve any issues.

3. Inform the Eversource in advance of additional capacity requirement for completion of work, or anticipated schedule slippage.

4. Assist in transitioning the services to operational support teams by providing operational training and documentation.

5. Informing the Eversource promptly of any issues associated with the inability to perform the services with a plan to address the situation.

6. Compliance with all Eversource Standards and Security Policies, expectations, and requirements.

## Eversource Responsibilities

EVERSOURCE will be responsible for the following:

* + Provide detailed requirements to start with the development activity.
  + Coordinate activities within EVERSOURCE and other stakeholders
  + Provide all software, tools, and licenses required to execute the project.
  + Provide all required approvals and resolve dependencies in three (3) Business Days in advance.
  + Manage MTS UAT testing and timely sign-off before Go-live wherever applicable.
  + Application owners/stakeholders would be available for discussions on due notice for all in-scope applications.
  + Eversource will be responsible for: Reviewing the Plan, Solution & architecture detail.

## RACI Chart

The following RACI table provides a detailed scope of service.

|  |  |
| --- | --- |
| “R” means **Responsible** | The person who is *assigned* to do the work for avoidance of doubt, where an “R” is specified for each of the below requirements, the Party for whom it is specified shall be solely responsible for performing the same. |
| “A” means **Accountable** | The person who makes the *final decision* and who has the *ultimate ownership.* |
| “C” means **Consulted** | The person who must be consulted *before* a decision or action is taken. |
| “I” means **Informed** | The person who must be informed that a decision or action *has* been taken. |

| **Sl.** | **Activity** | **Supplier** | **Eversource** |
| --- | --- | --- | --- |
| 1.1 | Timely availability of stakeholders from other engagements/projects | C, I | R, A |
| 1.2 | Timely update of project status | R, A | C, I |

# Training

1. Handover all the documentation pertaining to the project like Build documents, Inventory, POCs, SOPs etc.

# Communication Plan

* Weekly Status report
* Weekly meetings
* Monthly meetings

## Project Governance

The Supplier Project Delivery Team and Eversource SMO will connect as per the following schedule to monitor and manage demand and allocations.

|  |  |
| --- | --- |
| **Frequency** | **Meeting Agenda** |
| Weekly | Utilization Report – over and underutilization in projects  Performance issues  Rotation between project (if applicable) |
| Monthly | Demand confirmation for next month  Changes in Bands  Changes in allocations  Monthly invoice  PO burn rate  Change orders (if applicable) |

## SUPPLIER Project Personnel

Following is the FTE allocation for the period – 01-Jan-2025 and expected to end 8-Aug-2025

|  |  |
| --- | --- |
| **Role** | **Location** |
| **Project Scrum Lead** | Offshore |
| **ServiceNow Architect** | Onshore |
| **ServiceNow Developers and Tester** | Offshore |

|  |  |
| --- | --- |
| **Roles** | **Responsibilities (not limited to)** |
| **Project Scrum Lead** | Responsible for executing all project items through project scrums.  Ensuring that the technical specifications are completed.  Creation of requirement backlog  Prioritize backlog as per strategic priorities.  Define and execute release management plan.  Track day-to-day progress of tasks in daily meetings  Communicate Project Status with Eversource  Coordinate with Eversource to resolve issues and dependencies.  Ensuring satisfactory resolution of defects logged during system testing.  Identifying and escalating issues  Participating in post- implementation monitoring and closure activities |
| **ServiceNow Architect** | Lead the requirement gathering, design and implementation of the solution.  Establish connections between SailPoint, AD, Group ID and ServiceNow  Provide demonstration of solutions to business and ITConnect Operations team  Delegate required tasks to the developers.  Troubleshooting and Defect fixing  Participate in CAB reviews.  Collaborate with SMO to finalize the release plans.  Communicate and coordinate with offshore team |
| **ServiceNow Developers and Tester** | Requirement gathering from client.  Development and deployment of solution  Testing the modules and integrations in ServiceNow  Troubleshooting and defect fixing  Remediation of issues arising during implementation and testing |

The offshore FTE allocation is 45 hrs/week. The allocation does not cover overtime. Eversource Project Manager must plan and approve overtime requirements in advance. In case of overtime requirements, an additional value change order may be required before project closure.

Ramp up and Ramp down of allocated resources can be done through a change order with a notice of at least 30 days.

## EVERSOURCE’s Resources

|  |  |
| --- | --- |
| **Role** | **Name** |
| Project manager | Aparna Devarshetty |
| Tech Lead | Rebecca Hall |

## Project Organization Chart

N/A

## Change Management Process

The standard scope change process as per the MSA between the Eversource and the supplier will be followed.

Al Galiunas – Eversource Client Partner will be the Supplier’s point of contact for Project Scope Changes.

## Escalation Process

In case of key issues, risks, or conflicts, the following escalation matrix will be applicable:

|  |  |  |
| --- | --- | --- |
| **Level** | **Designation** | **Name** |
| **First Level** | Project Delivery Manager | Rishi Chaturvedi |
| **Second Level** | Engagement Director | Prince Peter |
| **Third Level** | Client Partner | Alexandra Flores |

## Acceptance Procedure

Following the completion of a milestone, supplier shall submit to Eversource for written approval. Eversource may provide its acceptance or rejection of milestones electronically through email. The following details are the acceptance process for each of the milestones.

Within five business days from the date of the submittal, Eversource must either:

* Accept the milestone by signing, dating, and returning a written approval OR
* Provide a written notice rejecting the milestone, including reason for rejection.

# Term of the SOW

|  |  |  |
| --- | --- | --- |
| Start Date | : | 01-Jan-2025 |
| End Date | : | 8-Aug-2025 |

# Out of Scope

The following activities/modules are out of scope:

* Any changes outside the project in the scope section in this document
* User data backup and restore
* Modification or verification of SCCM/MECM environment, application packages and collections
* Net new or updates to Application packaging and imaging
* Automated application deployment other than the above personas
* The configurational changes on IIQ tool directly will not be part of this scope

# Assumptions and Dependencies

1. Eversource will manage the completion of tasks/approvals of other groups i.e. applications and security
2. The Supplier’s Project resources will work as one team with the Eversource project resources. Architect decisions will be made in conjunction with the Eversource SAs and DAs.
3. Supplier’s EUC operations team will just be leveraged for inputs and not for execution of the project
4. Eversource will confirm the required IT security policies applicable to the devices
5. Eversource will help to get required approvals and signoff
6. Eversource will provide all the hardware, software, tools, and licenses required to execute the projects
7. All tasks for Network and Security will be handled by respective operations teams
8. Eversource MTS Testing team will participate in the testing and lead the UAT
9. Eversource will provide all required approvals and resolve dependencies at least three Business Days in advance.
10. Application delivery on Mobile Phones and Tablets are out of scope for this SOW
11. There will be ample network bandwidth available to support management from SCCM/Intune
12. Eversource will be responsible for providing trainings to the business users and LTI will assist with the content creation
13. If required, the Eversource OCM team will provide the required support.

# Risks Impact and Mitigation

|  |  |  |  |
| --- | --- | --- | --- |
| **Key Risk** | **Impact**  **(High, Medium, Low)** | **Likelihood**  **(High, Medium, Low)** | **Mitigation** |
| Unavailability of key stakeholders | Low | Low | Eversource to publish and update Holiday Calendar of all key project stakeholders |
| The timely response Delay in deliverables from project stakeholders | Low | Low | Defined escalation path within Eversource and Supplier Organization for faster decision |
| Delay in signoffs | Low | Low | Eversource to communicate internally on the review and sign-off expectations |
| Updating of Onboarding form by multiple parallelly running projects of IIQ and IIQ Integration | Low | Low | Requires coordination with the parallelly running projects |
| Changes to ITConnect processes via other projects | Low | Low | Other Project have known to impact persona related changes – close coordination and lease will be required and can result in some rework for this project. |
| Change in requirements | Medium | Medium | Simple requirements often time turn into complex ones due to business analysis – this will be addressed via CO. |

# Contractor Performance

Performance can be determined based on the following criteria.

* Deliverables
* Punctuality, reliability, consistent quality
* Planning, coordination, and execution

# Pricing

The price for this Fixed Price SOW shall be:

|  |  |
| --- | --- |
| Month | Monthly Payment |
| Jan-25 |  |
| Feb-25 |  |
| Mar-25 |  |
| Apr-25 |  |
| May-25 |  |
| Jun-25 |  |
| Jul-25 |  |
| Grand Total |  |

Invoicing will be done at the end of each month based on the above table.

# Approval

The authorized representatives of the parties agree to this Statement of Work on the date signed below, contingent on execution of an EVERSOURCE purchase order for this SOW.

|  |  |
| --- | --- |
| **Eversource Energy Service Company** | **LTIMindtree** |
| By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |