STATEMENT OF WORK

Microsoft Local Administrator Password Solution (LAPS)

Document Information

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| --- | --- |
| Document Attributes | Description |
| Document ID | Doc001 |
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| Contributor | - |

Revision History

|  |  |  |
| --- | --- | --- |
| Version | Date | Changes |
| Draft | 01-October-2024 | New Document |
| V0.1 |  |  |
|  |  |  |

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Reviewer/ Approver | Role | Comments | Date |
|  |  |  |  |
|  |  |  |  |
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# 1. Project Overview

## 1.1 Project Objectives

* Implement Microsoft Local Administrator Password Solution (LAPS) to enhance local administrator password management and security.
* Reduce the risk of unauthorized access to critical systems and data.
* Improve compliance with industry standards and regulations.

## 1.2 Scope of Work

### 1.2.1 Assessment and Planning

* Conduct a comprehensive assessment of the existing IT environment, including:
  + Active Directory infrastructure
  + Group Policy settings
  + Security policies and procedures
  + Target systems and users
* Identify potential risks and challenges associated with LAPS implementation.
* Develop a detailed project plan outlining timelines, deliverables, and resource requirements.

### 1.2.2 LAPS Installation and Configuration

* Install and configure LAPS on Active Directory domain controllers.
* Create and configure Group Policy Objects (GPOs) to enforce LAPS policies.
* Define password complexity and expiration requirements.
* Implement password rotation schedules.
* Configure auditing and logging to monitor LAPS activity.

### 1.2.3 Integration with Existing Systems

* Integrate LAPS with existing security systems, such as SIEM, NAC, and PAM.
* Configure LAPS to work seamlessly with existing authentication mechanisms.
* Develop scripts or automation tools to streamline LAPS management.

### 1.2.4 Policy Development and Implementation

* Develop comprehensive LAPS policies and procedures.
* Educate users and administrators about LAPS policies and best practices.
* Implement mechanisms to enforce LAPS policies, such as password resets and account lockout.

### 1.2.5 User Training and Support

* Develop user training materials and conduct training sessions.
* Provide ongoing support and assistance to users and administrators.
* Establish a help desk or support channel for LAPS-related issues.

### 1.2.6 Testing and Deployment

* Conduct thorough testing of LAPS functionality and integration with existing systems.
* Deploy LAPS to target systems and users.
* Monitor LAPS performance and address any issues.

# 2. Roles and Responsibilities

## 2.1 Customer Responsibilities

* **Project Sponsor:**
  + Provide overall project oversight and support.
  + Ensure alignment with organizational goals and objectives.
* **Project Manager:**
  + Coordinate project activities, manage resources, and track progress.
  + Communicate with stakeholders and resolve issues.
* **Security Administrator:**
  + Provide domain expertise on Active Directory, security policies, and best practices.
  + Assist with LAPS configuration and integration.
* **System Administrators:**
  + Provide access to necessary systems and data.
  + Support LAPS implementation and troubleshooting.

## 2.2 Vendor Responsibilities

* **Project Manager:**
  + Oversee project activities, manage resources, and ensure adherence to timelines.
  + Communicate with the customer and address any issues.
* **LAPS Implementation Specialist:**
  + Possess deep knowledge of LAPS and Active Directory.
  + Install, configure, and integrate LAPS with the customer's environment.
  + Provide technical support and troubleshooting.
* **Security Consultant (if applicable):**
  + Provide expert advice on security best practices and compliance requirements.
  + Assist with risk assessment and policy development.

# 3. Project Timeline

## 3.1 Project Phases and Timeline

|  |  |  |
| --- | --- | --- |
| **Phase** | **Duration** | **Deliverables** |
| 1. Planning and Assessment | 2 weeks | Project plan, risk assessment, LAPS requirements |
| 2. LAPS Installation and Configuration | 2 weeks | Installed and configured LAPS, GPOs, password policies |
| 3. Integration with Existing Systems | 1 week | Integrated LAPS with SIEM, NAC, and PAM |
| 4. Policy Development and Implementation | 2 weeks | LAPS policies, user training materials, enforcement mechanisms |
| 5. User Training and Support | 1 week | Conducted training sessions, established support channels |
| 6. Testing and Deployment | 2 weeks | Functional testing, performance testing, deployment to target systems |

# 4. Deliverables

## 4.1 Project Documentation

* Detailed project plan
* Risk assessment report
* LAPS implementation plan
* Configuration documentation
* Group Policy Objects (GPOs)
* Password policies
* User training materials
* Support documentation

## 4.2 Technical Deliverables

* Installed and configured LAPS on Active Directory domain controllers
* Integrated LAPS with existing security systems
* Developed and implemented LAPS policies and procedures
* Conducted user training sessions
* Provided ongoing support and troubleshooting
* Delivered final project report

## 4.3 Additional Deliverables (if applicable)

* Custom scripts or automation tools
* Security assessments or audits
* Compliance reports

# 5. Technical Requirements

## 5.1 Hardware Requirements

* Active Directory domain controllers with sufficient processing power, memory, and storage
* Network infrastructure capable of supporting LAPS communication and authentication
* Sufficient storage space for LAPS logs and audit data

## 5.2 Software Requirements

* Microsoft Windows Server operating system (supported versions)
* Active Directory Domain Services (AD DS)
* Microsoft LAPS
* Group Policy Management Console (GPMC)
* Network monitoring and management tools
* Security information and event management (SIEM) system (optional)

## 5.3 Network Requirements

* Network connectivity between domain controllers and LAPS clients
* Firewall rules configured to allow LAPS traffic
* DNS resolution for Active Directory domain controllers and LAPS services

## 5.4 Security Requirements

* Strong password policies for Active Directory domain accounts
* Regular patching and updates for operating systems and applications
* Network security measures to protect against unauthorized access

## 5.5 Compliance Requirements

* Adherence to relevant industry standards and regulations (e.g., PCI DSS, HIPAA, GDPR)
* Compliance with organizational security policies and procedures

# 6. Implementation Methodology

## 6.1 Assessment and Planning

* Conduct a comprehensive assessment of the existing IT environment to identify potential risks and challenges.
* Develop a detailed project plan outlining timelines, deliverables, and resource requirements.
* Obtain necessary approvals and resources from stakeholders.

## 6.2 LAPS Installation and Configuration

* Install LAPS on Active Directory domain controllers.
* Configure LAPS settings, such as password complexity, expiration, and rotation schedules.
* Create and configure Group Policy Objects (GPOs) to enforce LAPS policies.

## 6.3 Integration with Existing Systems

* Integrate LAPS with existing security systems, such as SIEM, NAC, and PAM.
* Configure LAPS to work seamlessly with existing authentication mechanisms.
* Develop scripts or automation tools to streamline LAPS management.

## 6.4 Policy Development and Implementation

* Develop comprehensive LAPS policies and procedures.
* Educate users and administrators about LAPS policies and best practices.
* Implement mechanisms to enforce LAPS policies, such as password resets and account lockout.

## 6.5 User Training and Support

* Develop user training materials and conduct training sessions.
* Provide ongoing support and assistance to users and administrators.
* Establish a help desk or support channel for LAPS-related issues.

## 6.6 Testing and Deployment

* Conduct thorough testing of LAPS functionality and integration with existing systems.
* Deploy LAPS to target systems and users.
* Monitor LAPS performance and address any issues.

## 6.7 Post-Deployment Support

* Provide ongoing support and maintenance for LAPS.
* Monitor LAPS performance and address any issues.
* Assist with LAPS updates and upgrades.

# 7. Support and Maintenance

## 7.1 Support Services

* **24/7 technical support:** Provide round-the-clock technical support to address LAPS-related issues.
* **Incident response:** Respond promptly to security incidents and take necessary actions to mitigate risks.
* **Problem resolution:** Diagnose and resolve LAPS-related problems in a timely manner.
* **Regular health checks:** Conduct regular health checks to ensure LAPS is functioning properly.
* **Performance monitoring:** Monitor LAPS performance and identify potential bottlenecks.

## 7.2 Maintenance Services

* **Updates and patches:** Apply updates and patches to LAPS and related components.
* **Configuration changes:** Implement configuration changes as needed to address security vulnerabilities or improve performance.
* **Ongoing monitoring:** Continuously monitor LAPS for anomalies and security threats.
* **Optimization:** Optimize LAPS performance to ensure efficient operation.

# 8. Payment Terms

## 8.1 Payment Schedule

* **Milestone-based payments:** Payments will be made upon completion of specific milestones, such as:
  + Project kickoff
  + LAPS installation and configuration
  + Policy development and implementation
  + User training and support
  + Final project delivery

## 8.2 Payment Terms

* **Milestone Payments:**
  + **Milestone 1 (Project Kickoff):** [Amount] due upon project commencement.
  + **Milestone 2 (Completion of Design and Development):** [Amount] due upon completion of design and development activities.
  + **Milestone 3 (Successful Deployment):** [Amount] due upon successful deployment of the LAPS solution.
* **Final Payment:** The remaining balance of [Amount] will be due upon acceptance of the final deliverables and successful completion of the project.
* **Payment Method:** Payments will be made via [Payment Method, e.g., wire transfer, check, ACH].
* **Late Payment Fee:** In the event of late payment, a late fee of [Percentage] will be charged on the outstanding balance.
* **Taxes:** All applicable taxes, duties, or levies will be the responsibility of the customer.

**Additional Considerations:**

* **Retention:** A [Percentage] retention may be held until the project is successfully completed and free of defects.
* **Invoicing:** Invoices will be issued upon completion of each milestone.
* **Currency:** All payments will be made in [Currency].

# 9. Intellectual Property

## 9.1 Ownership

* **Microsoft LAPS Software:** Ownership of the Microsoft LAPS software and any associated licenses remains with Microsoft. The customer will be granted a non-exclusive, non-transferable license to use the software in accordance with the terms of the Microsoft Software License Agreement.
* **Custom Configurations and Scripts:** Ownership of any custom configurations, scripts, or other deliverables developed by the vendor will be transferred to the customer upon final payment.

## 9.2 Intellectual Property Rights

* **Non-Infringement:** The vendor warrants that the LAPS solution will not infringe upon any third-party intellectual property rights.
* **Third-Party Materials:** If the vendor incorporates any third-party materials into the LAPS solution, the vendor will obtain all necessary licenses or permissions from the respective owners.
* **Indemnification:** The vendor agrees to indemnify and hold harmless the customer from any claims, damages, or liabilities arising from the vendor's infringement of third-party intellectual property rights.

## 9.3 Intellectual Property Disclosures

* **Proprietary Information:** Both parties agree to maintain the confidentiality of any proprietary information disclosed during the project, including intellectual property.
* **Non-Disclosure Agreement:** A separate non-disclosure agreement may be executed to further protect confidential information.
* **Additional Considerations:**
* **Open Source Software:** If the LAPS solution incorporates any open source software, the vendor will comply with the terms of the applicable open source licenses.
* **Data Ownership:** The customer retains ownership of all data provided to the vendor for use in the LAPS solution.
* **Intellectual Property Assignments:** If the vendor develops any new intellectual property as a result of the project, the parties may negotiate additional terms regarding ownership and licensing.

# 10. Confidentiality

## 10.1 Non-Disclosure Agreement

* **Confidentiality Obligations:** Both parties agree to maintain the confidentiality of all proprietary information, trade secrets, and other confidential information disclosed during the project, including but not limited to:
  + Technical information
  + Business plans
  + Financial data
  + Customer information
  + Pricing information
* **Exceptions:** The confidentiality obligations do not apply to information that:
  + Is already publicly known or becomes publicly known through no fault of the receiving party;
  + Is independently developed by the receiving party without the use of the disclosing party's confidential information;
  + Is required to be disclosed by law or court order.

## 10.2 Disclosure Restrictions

* **Limited Disclosure:** The receiving party may only disclose confidential information to its employees, subcontractors, or agents who have a need to know and who are subject to confidentiality obligations.
* **Reasonable Precautions:** The receiving party will take reasonable precautions to protect the confidentiality of the disclosing party's information, including but not limited to:
  + Implementing appropriate security measures
  + Restricting access to confidential information
  + Maintaining confidentiality agreements with employees, subcontractors, and agents

## 10.3 Return of Confidential Information

* **Return of Materials:** Upon termination of the project or at the disclosing party's request, the receiving party will return or destroy all copies of the disclosing party's confidential information.

**Additional Considerations:**

* **Data Privacy:** The parties may need to address specific data privacy requirements, such as compliance with data protection laws like the General Data Protection Regulation (GDPR) or the California Consumer Privacy Act (CCPA).
* **Non-Solicitation:** The parties may include non-solicitation provisions to prevent the other party from soliciting the disclosing party's employees or customers.

# 11. Dispute Resolution

## 11.1 Dispute Resolution Mechanism

* **Negotiation:** The parties will attempt to resolve any disputes or disagreements through good faith negotiations.
* **Mediation:** If negotiations fail to resolve the dispute, the parties will agree to participate in non-binding mediation. A neutral third-party mediator will facilitate discussions between the parties to help them reach a mutually agreeable resolution.
* **Arbitration:** If mediation is unsuccessful, the parties will agree to binding arbitration. The arbitration will be conducted in accordance with the rules of the [Arbitration Organization, e.g., American Arbitration Association (AAA)]. The arbitration award will be final and binding on both parties.

## 11.2 Governing Law

* **Applicable Law:** The project will be governed by the laws of [Jurisdiction, e.g., the State of California].

## 11.3 Attorneys' Fees

* **Prevailing Party:** In the event of any litigation or arbitration, the prevailing party may be entitled to recover its reasonable attorneys' fees and costs.

**Additional Considerations:**

* **Forum Selection:** The parties may agree to a specific forum for any legal proceedings arising out of the project.
* **Waiver of Jury Trial:** The parties may waive their right to a jury trial.
* **Choice of Law:** The parties may specify the applicable law governing the interpretation and enforcement of the agreement.