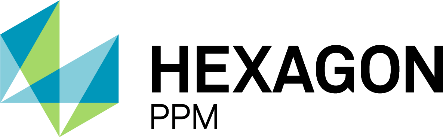
***Scope of Work for:***

3xE Advantage READINESS

Services with Intergraph Smart Cloud

*Submitted to:*

<CUS>



****

**July 6, 2017**

**Document Number: <CUS>\_ADVRE\_ISCloud\_3xEAdvantage\_SoW**

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Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Prepared By** | **Reason** |
| 1.0 | 1 Sep 2016 | Supratim Mukhopadhyay | Scope of work for 3xE Advantage READINESS services including SP Cloud Proof Of Concept. |

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# Intergraph Smart Cloud & 3xE Advantage For <CUS>

## Executive Summary

<Project Background>

**Intergraph Smart Cloud** is a tailored computing environment offering a self-contained ecosystem of Intergraph Smart Enterprise, third-party solutions, and in-house applications supported by dedicated technical and business operations services uniquely tailored to the energy industry.

Intergraph Smart Cloud is supported by Hexagon PPM’s (also referred to as PPM) industry leading support and consulting services: our aim is to become business partner who also provides the necessary training and ongoing support.

**3xE Advantage** is Hexagon PPM’s structured adoption framework to help both owners and EPCs transition to an Intergraph Smart Cloud environment, and to be more successful and get the most benefit from the technology on an ongoing basis. The program consists of seven distinct elements namely – READINESS, Migration, Adoption, Advice, Analysis and Innovations - which are overseen by an assigned Customer Success Manager to ensure the success of each program element.

**3xE** **Advantage** – **READINESS** is relevant to this document.

This document is intended to provide <CUS> with a statement of work to be executed as part of the **3xE** **Advantage** **READINESS** services.

## Background

The purpose of this SoW is to provide the customer with an understanding of the process that will be followed to implement Intergraph Smart Cloud and the successful delivery of an Intergraph Smart Cloud “Proof of Concept” as part of the READINESS phase of the **3xE** **Advantage** Adoption Plan.

The Intergraph Smart Cloud and **3xE** **Advantage** services being proposed are based on the following solutions and usage structure:

* <Usage Structure>

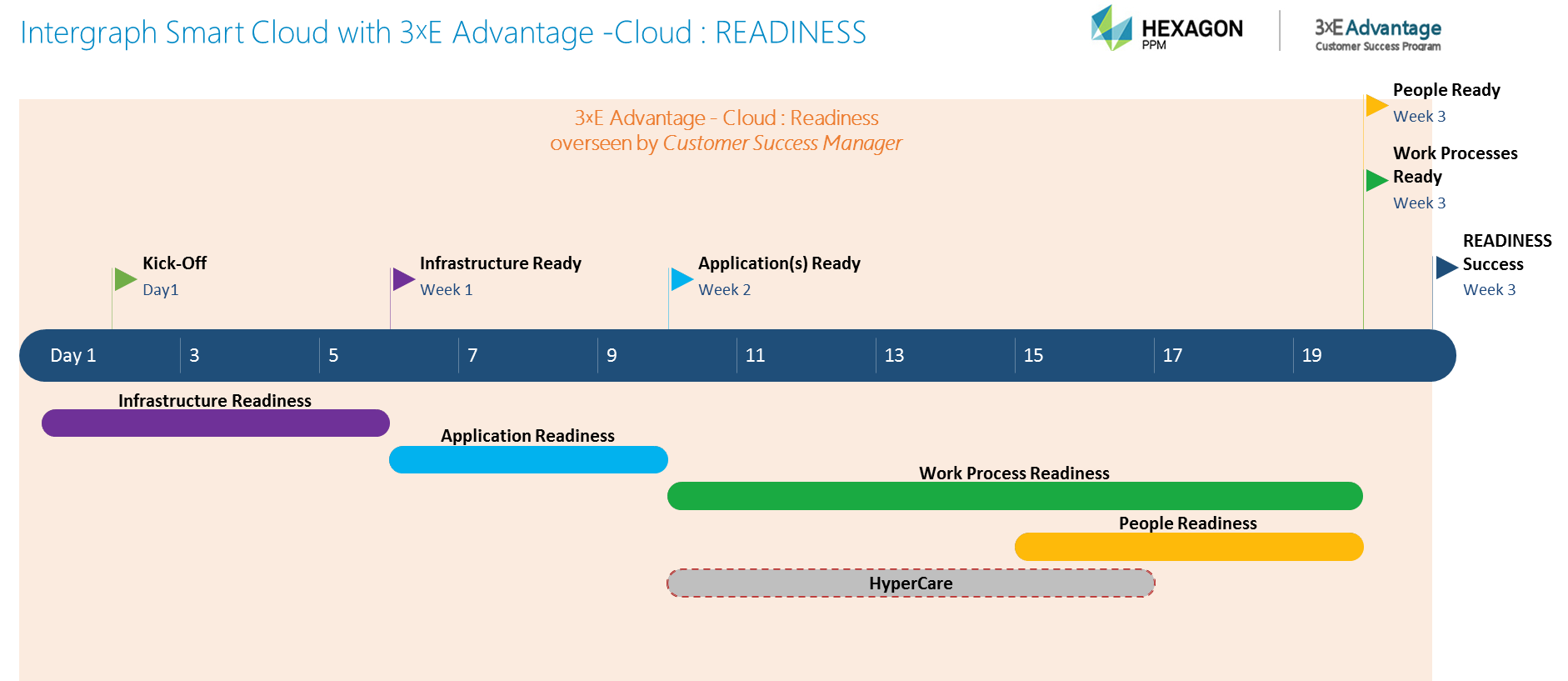
## READINESS – Establish Intergraph Smart Cloud And Customer READINESS

The READINESS phase of the implementation is to ensure that the Intergraph Smart Cloud service is set up and ready as well as the customer and the application(s) being moved to Cloud is ready for service. This phase is a pilot phase delivered under the supervision of the Customer Success Manager with the support of a Hyper Care manager provided by the Intergraph Smart Cloud Service for 2 weeks, in establishing.

* *Infrastructure* READINESS – Data Centre, Network, Backup/Restore
* *Application* READINESS – Core Application, Customizations, Versions, Additional Functionality/Tools/Services if any.
* *Work Process* READINESS – Understanding and ensuring that the work processes to be executed with the application(s) are Cloud ready.
* *People* READINESS – Ensuring that <CUS> engineers are ready to use the application(s) on the Cloud.

### Timeline And Milestones

Following is the high-level plan for the successful implementation of Intergraph Smart Cloud with **3xE** **Advantage** **READINESS**. READINESS can range between 3-5 weeks.



This Statement of Work is focused on the delivery of READINESS phase of Intergraph Smart Cloud implementation. This phase includes the delivery of Intergraph Smart Cloud Proof of Concept under the supervision of a Customer Success Manager. This role is responsible for the successful delivery of this phase and the achievement of the results as desired (within this scope of work)

### Scope of Work

Following sections detail the scope of the READINESS exercise and the deliverables that the customer expects on the successful completion of the phase.

#### Kick-Off Meeting

A Kick-Off meeting attended by the Customer Success Manager and Hyper-Care Manager is undertaken at the beginning of the READINESS phase

***Discussions:***

* Review READINESS SoW
* PPM and <CUS> Communication Plan
* <CUS>’s Requirement for Intergraph Smart Cloud
* PPM Requirements to Begin Intergraph Smart Cloud Build
* Cloud IT Infrastructure Requirements / Network Testing
* READINESS Stress Test
* Explanation of <CUS> Intergraph Smart Cloud Environment
* Data Required for PPM
* People READINESS
* READINESS In-Scope Tasks
* READINESS Out-of-Scope Tasks
* READINESS Estate Decommission Date (If next phase – MIGRATION - is not already agreed)

***Deliverables***

* Minutes of Meeting
* An updated Scope of Work document for execution of READINESS.

***Success Criteria***

* <CUS> and PPM agree to the in-scope and out-of-scope items defined in the updated document.

#### Infrastructure READINESS (Estate Establishment)

This phase of the READINESS program is focused on the readiness of the Infrastructure to form the foundation for successful completion of the remaining phases.

***In Scope:***

* Choice of 1 Data Center for <CUS> : <Data Center Name>
* Establishment of 1 Estate for <CUS> : <Estate Name>
* Access to the single estate from 2 different locations (best and worst case)
  + <Location 1>
  + <Location 2>
* Network/Bandwidth analysis of 2 locations with respect to connectivity to the closest Point of presence. Standard scripts to be run to establish latency and other parameters.
* PPM Infrastructure READINESS Testing

***Out of Scope:***

* Multiple Data Centers
* Multiple Estates
* Analysis of <CUS>’s internal network
* Business Continuity: There will be no backup solution configured as part of READINESS. Backups will only be taken as requested by <CUS>, and retained until READINESS is completed.

***Deliverables***

* <CUS> Estate on Intergraph Smart Cloud at the preferred Data Center
* Network statistics from the standard network analysis.

***Success Criteria***

* <CUS> is able to connect via the Intergraph Smart Cloud Portal to the established estate from the following 2 locations:
  + <Location 1>
  + <Location 2>

#### Application READINESS (Software Setup)

This phase of the READINESS program is focused on the readiness of the application(s) that the customer wishes to access on Intergraph Smart Cloud.

***In Scope***

* Set up of the following Intergraph Smart Solutions:

<To be modified per specific READINESS exercise. Delete rows not relevant>

|  |  |
| --- | --- |
| Software | Version |
| Intergraph Smart 3D |  |
| Intergraph Smart Review |  |
| Intergraph Smart P&ID |  |
| Intergraph Smart Instrumentation |  |
| Intergraph Smart Electrical |  |
| Intergraph Smart Foundation/  Intergraph Smart for Owner Operators |  |

* 3 days Hypercare support – to ensure applications are correctly configured and customizations installed.
* 1 time <CUS>’s data restore for <application(s)>
* 1 time setup of customer’s Customizations/automations for the above tools
* PPM Testing to enable the launch of <application(s)>
* Registration and escalation of product issues for <application(s)>

***Out of Scope***

* Setup of 3D work sharing in another data center
* Setup of Intergraph Smart Enterprise Integrated Environment
* Configuration of Intergraph Smart solutions
* Customization of Intergraph Smart solutions
* Follow-up of <application(s)> issues beyond READINESS phase

***Deliverables***

<To be modified per specific READINESS exercise. Delete items not relevant>

* Intergraph Smart 3D installed and customer data restored
* Intergraph Smart Review installed and customer data restored
* Intergraph Smart P&ID installed and customer data restored
* Intergraph Smart Instrumentation installed and customer data restored
* Intergraph Smart Electrical installed and customer data restored
* Intergraph Smart Foundation/ Intergraph Smart for Owner Operators installed and customer data restored
* Working <CUS> customizations

***Success Criteria***

* <CUS> is able to connect to <application(s)> via the Intergraph Smart Cloud Portal and use it for performing Functional Testing /Work Process READINESS.
* <Application(s)> is/are performant for access from <Location 1 and Location 2> for executing Work Process READINESS.

#### Work Process READINESS (Functional Testing)

This phase of the READINESS program is focused on the execution of functional testing by <CUS> for <application(s)>.

***In Scope***

* 2 days Hypercare Support- advice on workarounds for work processes that are not Cloud compatible and to ensure that the application is usable on the Cloud.
* Standard SR based Cloud Support until the end of the READINESS phase or until Decommissionig (if READINESS is not followed by *Migration)*
* Organise services to improve work process for more effective use of <application(s)> on the Cloud.

***Out of Scope***

* Test Scripts for performing the functional testing.
* Configuration or customization services for establishing workarounds or implementing changes to work processes.

***Deliverables***

* List of SRs raised with the product center (if any)
* List of configuration/customization to improve work process on the Cloud.

***Success Criteria***

* <CUS> is able to execute their work processes of <application(s)> successfully on Intergraph Smart Cloud.

#### People READINESS (Train The Trainer)

This phase of the READINESS program is executed in partnership between the CSM and <CUS>’s Business and End user representative and is focused on identifying the areas that need to be worked on for <CUS>’s people are ready to use <application(s)> on the Cloud.

***In Scope***

* Plan the people on-boarding process
* Plan for training required for <CUS> employees and partners
* Training of Intergraph Smart Cloud usage and processes to an identified internal trainer

***Out of Scope***

* Delivery of people on-boarding
* Delivery of training to anyone other than the identified internal trainer

***Deliverables***

* Identification of the key personnel in <CUS> and training to be familiarized with the use of <application(s)> in Intergraph Smart Cloud

***Success Criteria***

* <CUS> is aware of all the areas that need addressing to get their people ready to use <application(s)> on the Cloud.

#### Hypercare

1 Week of Hypercare support is provided by the Intergraph Smart Cloud team during the course of the READINESS phase. Hypercare makes a Cloud and application technical expert available as detailed in each READINESS phase above to ensure that all the applications are configured to provide the best experience to the customer.

Hypercare is usually scheduled from the beginning of Work Process READINESS when the customer’s functional testing begins for 5 days. Hypercare for READINESS can be provided remotely unless explicitly required or requested by <CUS>.

Note: If <CUS> request on-site Hypercare, the cost of the on-site engagement will be as per the Terms and Conditions included in this SoW.

### PPM Roles

PPM would like to propose the following roles and personnel (TBA) to provide the management and leadership of the above services. These members form the core team for delivery of the services, but more experts, analysts and engineers could be sourced as required to form the teams responsible for delivery.

|  |  |  |
| --- | --- | --- |
| Role | Lead | Scope |
| Customer Success Manager Asia Pacific (CSM) | TBA | READINESS Success Management |
| PPM Account Manager <CUS> (IAC-<CUS>) | TBA | Account Management |
| Intergraph Smart Cloud Hyper-Care | TBA | 1 Week technical expertise working with CSM to establish smooth running of the service. |
| Intergraph Smart Cloud Services | TBA | Intergraph Smart Cloud Support Services |

### <CUS> Roles

|  |  |  |
| --- | --- | --- |
| Role | Lead | Scope |
| TBA | TBA | Business |
| TBA | TBA | Information Services |
| TBA | TBA | End User |

### Communication

This section of the document identifies the key contact points between <CUS> and PPM for the duration of the READINESS.

#### Support

Support will be provided via the standard Intergraph Smart Cloud support model during the course of READINESS. For support issues <CUS> should raise a SR/SI as appropriate. It is also advised that the CSM is advised of any critical SRs that might be sopping <CUS> from executing their functional testing.

#### Technical Escalations

***To PPM***

Technical escalations from <CUS> to PPM, incl. escalations related to SRs/SIs, should be made to <CSM>.

***To <CUS>***

Technical escalations from PPM to <CUS> should be made to <TBA>.

#### Commercial Escalations

***To PPM***

Commercial escalations from <CUS> to PPM should be made to IAC-<CUS> and <CSM>.

***To <CUS>***

Commercial escalations from PPM to <CUS> should be made to <TBA>.

### Change Management

The management of change for a READINESS exercise shall follow the below guideline. All changes and changes to duration and scope are governed by the Terms and Conditions included in this SoW.

* The CSM shall raise a change request and assess how implementing the requested change might impact the overall schedule. PPM will provide the change request impact statement to the client as a Change Proposal (CP).
* The client will review the CP and evaluate its benefits and impact on other objectives to determine if the change should be implemented. If the CP is to be implemented, CSM will issue a Change Order to the client for final approval.
* Upon issuance of the Change Order by PPM, the client will sign the Change Order. The client will make the appropriate change(s) in the applicable PO to reflect the agreed-upon price, schedule, and deliverable changes as noted in the Change Order and deliver same to PPM.
* The change will be undertaken by the relevant PPM organisation under the supervision of the CSM.

#### ***Estate Change***

There are no changes to the Intergraph Smart Cloud Estate that are expected or entertained during READINESS. All Estate changes required to establish and successfully execute READINESS for <CUS> are performed by PPM. However, additional estates or data centers could be required for the success of the READINESS phase and these changes shall follow the above change management process.

#### Duration & Scope

The duration of READINESS of 3 Weeks as per the schedule included in this document and the scope as defined in the section above is fixed. If, however, the CSM determines that more than 3 weeks are required for this phase to be deemed successful – due to specific requirements from <CUS> as identified during *kick-off* - which require services beyond what is included in the SoW, the above change management process shall be followed.

#### Additional Services

Any additional services that are identified during *kick-off* or during the course of READINESSshall follow the above change management process. The additional services are, but not limited to:

* Configuration Services
* Customization Services
* Delivery of Training
* Software upgrade services
* Estate configuration services
* Set up of Integrated environment (unless already integrated off cloud)

### Decommissioning

Unless otherwise agreed between PPM and <CUS>, before or during the execution of READINESS, the READINESS estate shall be decommissioned on the <Date> and all data will be destroyed. If there is an agreement to proceed to MIGRATION after the completion of the READINESS phase, the estate shall not be destroyed as per the Terms and Conditions included in this SoW.

# Terms & Conditions

This SoW is covered under the following terms and conditions:

* For Delivery of the core Intergraph Smart Cloud Services inclusive of the Intergraph Smart Cloud Proof of Concept, the Terms and Conditions of the Intergraph Smart Cloud Master Services Agreement or Intergraph Smart Cloud PoC Agreement are applicable.
* For Delivery of 3xE Advantage Services governing the READINESS phase of the Adoption Plan, the standard Hexagon PPM Consulting Terms and Conditions are applicable.

# Acceptance

|  |  |
| --- | --- |
| Hexagon PPM Representative | <CUS> Representative |
| <<Name>> | <<Name>> |
| Signature: | Signature: |
|  |  |
| Date: MMM DD, YYYY | Date: MMM DD, YYYY |
|  |  |

# APPENDIX

## Estate Overview

The following section details a basic overview of the as-built estate at the time of handover to <CUS>

### Estate ID

The estate ID is a unique reference the identified the <CUS> READINESS estate.

Estate ID: <CUS>E001YTK

### ***Applications***

The below applications have been deployed in the <CUS> READINESS Estate:

<TBA>

|  |  |
| --- | --- |
| Software | Version |
| Intergraph Smart 3D |  |
| Intergraph Smart Review |  |
| Intergraph Smart P&ID |  |
| Intergraph Smart Instrumentation |  |
| Intergraph Smart Electrical |  |
| Intergraph Smart Foundation/ Intergraph Smart for Owner Operators |  |

The below DB platforms have been deployed in the <CUS> READINESS Estate:

SQL Server: <2008 SP3 >

### Ancillary Servers

Batch and IFC have been configured on a backend 3D ancillary server.

3D Ancillary Server: <V139-3DA-001>

### Customizations

The below customizations have been configured in the <CUS> READINESS estate:

* <CUS> Tools
* IDSC

N.B: Customizations are not covered as part of the standard INTERGRAPH SMART Cloud support.

### Concurrency

The current <CUS> READINESS estate has been configured for 10 concurrent users.