

Statement of Work



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HOUSE
DATA

Microsoft System Center

Operations Manager
Deployment

Prepared by:

Infront Consulting Group Inc.

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Version 1.0

Contact Information

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Table of Contents

| | |
|---|----|
| Table of Contents..... | 2 |
| Executive Summary | 3 |
| The Overview | 3 |
| Description of Activities..... | 3 |
| Phase 1: SCOM Architectural Design..... | 3 |
| Deliverables | 3 |
| Phase 2: SCOM Management Group Deployment..... | 4 |
| Deliverables | 4 |
| Phase 3: SCOM Configuration & MP Import | 4 |
| Deliverables | 4 |
| Phase 4: SCOM Agent Deployment..... | 5 |
| Investment | 5 |
| General Provision | 6 |
| Knowledge Transfer..... | 6 |
| Assumptions / Risks..... | 6 |
| Service Areas Out of Scope | 7 |
| Delivery and Acceptance | 7 |
| Payment..... | 7 |
| Terms of Service..... | 7 |
| Engagement Resourcing | 8 |
| Staffing Impacts..... | 8 |
| Work Schedule..... | 8 |
| Contact Information..... | 9 |
| Appendix B – Engagement Requirements Agreement..... | 10 |

Executive Summary

The Overview

Infront Consulting Group (Infront), an industry leader in the deployment and configuration of Microsoft System Center Operations Manager (SCOM) for the last 16 years is pleased to offer our customers a template statement of work (SOW) to make their purchasing decision easy.

We assume that your organization is licensed for Microsoft System Center through your Microsoft Enterprise Agreement (EA) and you are now looking for an experienced Systems Integrator (SI) to assist you with the planning, architectural design, installation and post installation configuration of SCCM. The purpose of this web-based SOW is to provide you with the list of tasks and deliverables that are required to deliver such an engagement and help you achieve your goals.

Infront has made a number of assumptions in this SOW as we need to accommodate a number of different customer environments. The next section describes the details of what we will be providing and outlines what is out of scope.

Description of Activities

Infront will deliver the entire project remotely. To do this, Infront will require secure VPN access to your environment and administrative access to the Virtual Machines that you build for the installation of SCOM, based on the specifications that we provide you. During the engagement, the necessary corporate personnel that knows the information technology environment and can answer questions around network design, server locations, authentication model and other infrastructure services that need to be identified during the engagement need to be available.

Phase 1: SCOM Architectural Design

In this phase, Infront will provide you with a generic design that can be added to in the future based on the needs of your organization. The basic design will include a single SCOM Management Group with two SCOM Management Servers in the same Resource Group and a separate server running two instances of SQL, one for the SCOM database and the other for the SQL Reporting Services and Data warehouse server.

Deliverables:

Infront will provide the following deliverables in this phase of the engagement:

- ✓ A logical and physical architectural diagram of the SCOM architecture
 - A single SCOM management group
 - Two instances of SQL Standard Edition for the SCOM database and SCOM Data warehouse
 - Two SCOM Management Servers in a single resource pool
- ✓ A list of VM configurations (CPU, RAM, HD) for the installation of the above architecture

Note: Design diagram signoff is required before moving to the "SCOM Management Group Deployment" phase.

Phase 2: SCOM Management Group Deployment

In this phase, Infront will deploy the SCOM Management Group and the SCOM server roles in the Management group based on the archive design presented and agreed to in Phase 1.

Deliverables:

Infront will provide the following deliverables in this phase of the engagement:

- ✓ Build out the SCOM Management Group with all the supporting SCOM servers and roles based on the architectural design agreed to in Phase 1.

Phase 3: SCOM Configuration & MP Import

In this phase, Infront will configure the SCOM Management Group settings, including agent settings, and import a pre-defined list of Management Packs.

Deliverables:

Infront will provide the following deliverables in this phase of the engagement:

- ✓ SCOM client settings
- ✓ SCOM Management Group settings including:
 - Creating one (1) SMTP channel for notifications
 - Creating one (1) Notification Group for Windows Server operating system alerts
 - Creating one (a) Notification Subscription for Critical Windows Server alerts
- ✓ Apply the latest Cumulative Update to all SCOM Database and Management Servers
- ✓ Import the following Management Packs from the Microsoft MP Catalogue
 - Windows Server operating system MPs
 - IIS MPSs
 - Active Directory MPs
 - Windows DNS MPs
 - Windows DHCP MPs

Phase 4: SCOM Agent Deployment

In this phase, Infront will push deploy from within the SCOM Administrative console, up to 100 SCOM agents to supported Windows servers in the customer's environment. The servers to be deployed must be in the same Active Directory domain as the SCOM Management Group infrastructure servers and must not be blocked with network firewalls. All firewall configuration changes (opening of ports for SCOM) must have been completed and tested by the client prior to the start of this engagement. The remediation of failed SCOM agent installations will fall exclusively to the customer to remediate as Infront will not have administrative access to the server endpoints. If the customer wants the remediation handled by Infront this will be considered out of scope and can be completed with a signed change request at an additional cost to the customer.

- SCOM agent deployment to 100 Windows servers

Note: The customer is responsible for all change requests required to be put in place for SCOM agent deployment. These change requests must be in place prior to the start of the engagement. The

deployment of agents to Linux or Unix servers is out of scope.

Phase 5: Operational Handoff (optional)

In this phase, Infront will work with the customer's team to provide 'informal knowledge transfer' in helping to walk the customer team through operationalizing SCOM. If the customer would prefer the delivery of formal classroom training, this will be considered out of scope and can be delivered under a separate statement of work, at an additional charge to the customer.

Installing SCOM and deploying SCOM agents is the first step in the deployment of the technology. The next steps include the import and configuration of Management Packs and the configuration of overrides to reduce alert noise followed by the configuration of alert notifications to the proper support teams within the customer's organization. Alerts are typically configured to be emailed to a support Distribution List (DL) for specific applications such as Active Directory, Exchange, O365 or SQL. Following the deployment comes the configuration so that it can be properly adopted and integrated into a customer's environment. In this phase, Infront will demonstrate to the customer's team how to accomplish the following tasks:

- Push deploying a SCOM agent to a new server or virtual machine
- Importing a Management Pack from the Microsoft Management Pack catalogue
- Creating an override to change the configuration of a rule or monitor to better meet the customer's requirements
- Creating a notification group
- Subscribing to an alert
- Running a report from the SCOM data warehouse
- Defining role based access control (RBAC) to control SCOM administrative access to two individuals at the customer
- Reviewing the alerts in the Operations Console in the 'Active Alerts' view
- Creating a new 'Critical Alerts' view
- Creating a new 'Alert by Owner' view for both of the two customer administrators to show the alerts that they have taken ownership of

This phase will be delivered over five (5) consecutive days and will be delivered 100% remote. The client can record the sessions for future internal use only. The benefit of remote delivery and the recording of the sessions is that the recordings can be used by the Customer in the future to train and educate new team members or be referenced by existing team members needing a refresh.

Investment

Infront shall perform the implementation on a **fixed price** basis as outlined in the description above. This pricing chart does not reflect any travel and living expenses as the entire engagement will be delivered remotely.

The fixed price investment for this engagement is \$28,500. A retainer of \$20,000 will be required to start the engagement. Payment terms are net 30 days from date of invoice on outstanding amounts.

General Provision

The customer may request additional work or changes to the deliverables outlined in this Statement of Work. All requests will require a change order and additional fees may apply based on the change being requested.

Travel and living expenses are not included as this engagement will be delivered 100% remotely. Infront will deliver this entire engagement remotely and provide knowledge transfer through online communication and screen sharing through the engagement and are recommending that the first week be onsite.

In order to ensure that your engagement is scheduled to begin, Infront requires that the Customer provide Infront, in advance of the start of the engagement any pre-requisites that **must** be in place to ensure that we have remote connectivity via VPN Access. The Customer will provide instructions prior to a resource being assigned so that validation testing can be conducted and any issues escalated to the Customer to resolve prior to the start of your engagement. **Infront agrees to provide the confirmation of connectivity to the Customer environment within a 48 hour time frame upon receipt of instructions from The Customer.**

Knowledge Transfer

Informal knowledge transfer will be provided throughout the engagement. Informal knowledge transfer is defined as the Customer staff working alongside Infront staff, but should be augmented by customized formal training.

As a Certified Partner Learning Solutions provider, Infront can provide turnkey training delivery either remotely or at the Customer's facility. Infront can also accept Software Assurance (SA) vouchers for training services, reducing the direct out-of-pocket expense for employee training. Training can be quoted on a separate statement of work.

Assumptions / Risks

Infront will perform the services 100% remotely. Infront will need appropriate security access, network access and domain credentials to accomplish expected tasks.

The customer will provide resources to assist Infront to gather information or respond to questions that require intimate knowledge of the environment or security privileges beyond Infront's assigned rights in the environment.

Failing to provide necessary access, permissions or internal resources to deliver the engagement objectives will delay or risk the timelines and/or objectives

**SEE APPENDIX B FOR REQUIREMENTS. SIGN AND RETURN TO
Infront Consulting Group Inc. @ sales@infrontconsulting.com
5 BUSINESS DAYS PRIOR TO ENGAGEMENT START DATE**

Service Areas Out of Scope

Anything not specifically called out in the above deliverables is considered out of scope and will require a change order be signed by both Infront and customer. Any additional services or costs that result from the change request will be called out in the change order and will require the Customer to sign-off on these additional changes/costs prior to work starting.

Examples of out of scope areas include:

- Migration of Management Packs from another SCOM Management Group
- The development of custom Management Pack for anything other than overrides
- The decommissioning or removal (uninstallation) of SCOM agents from another Management Group
- Deployment of SCOM agents to multiple Active Directory domains
- Operationalizing SCOM and writing standard operating procedure manuals or documents
- SCOM agent remediation – fixing underlying system issues that prevent or cause the SCOM agent to fail to install
- The creation of recoveries or diagnostics to remediate issues
- The creation of custom reports or the scheduling of reports
- The tuning of Management Pack rules or monitors

Delivery and Acceptance

Infront shall deliver and provide written notification to the Customer upon completion of each of the individual Services and Work Product deliverables as specified in the SOW. Email will be acceptable for written confirmation. The Customer will review and test the deliverables (when and where applicable) and provide Infront with written acceptance/rejection within a reasonable time after the delivery to the Customer of the final deliverables. Such review and testing periods should not exceed ten (10) business days following completion of the scope of work.

If the Customer rejects any of the deliverables, the Customer must provide written notice to Infront of the reasons for rejection. Infront and the Customer team will work together in good faith to remedy the specified defects and re-deliver corrected deliverables in a prompt and timely manner as soon as commercially practicable.

Payment

Payments are due within 30 calendar days of the date of Infront's invoice. The Customer agrees to pay the total charges by the Required Payment Date by either check or wire transfer.

Terms of Service

1. Charges to your account are due and payable in full from the date of your invoice or statement. If you are paying by mail, please allow adequate time for your payment to reach us prior to your Required Payment date.
2. If payment of the amount due on your account is not received by us by the Required Payment Date specified by us, it will be considered a delinquent amount and will be subject to a late payment charge of 2% per month, calculated and compounded monthly on the delinquent amount (26.82% per year) from the date of the first invoice on which the delinquent amount appears until the date we receive such amount in full. You

agree to pay all unpaid and outstanding amounts, including any late payment charges on your account in full.

3. Administrative charges may be leveled for administration or account processing activities in connection with your account, including as a result of the following: collection efforts due to non-payment, including pending charges, fees and adjustments; and returned or rejected payments.
4. Any questions or discrepancies regarding changes to your invoice must be reported to Infront Consulting Group Inc. within 15 days of the date of your invoice or statement. Failure to notify Infront within this time period will constitute your acceptance of such charges.
5. Infront may change these terms, and any aspects of the services, upon notice to you. If you do not accept a change to these terms, your sole remedy is to retain the existing terms unchanged for the duration of your commitment period. If you do not accept any other change to aspects of the services, your sole remedy is to terminate.

Engagement Resourcing

Infront will assign the best available resources for the services to deliver to the Customer. Infront cannot name, in advance, the consultant that will be assigned to the engagement. If the Statement of Work is composed of different phases, Infront can assign different consultants to each phase depending on availability and skills set.

Staffing Impacts

We have committed professional staff to perform the services described herein based on the dates set forth above. Given this commitment, you agree to provide us no less than ten (10) business days' notice of any anticipated delay of the commencement date, regardless of cause. If you fail to provide such notice, we reserve the right to invoice you for an amount reflecting the actual amount of time our consultants cannot be engaged as a result or an amount equal to 40 hours of their time at their normal billing rate, whichever is less. In the alternative, and at our sole discretion, we may elect to re-assign our professional staff to other projects for Infront customers and re-staff your project when possible. If this occurs, we cannot guarantee when staff will again be available for your project.

Further, the Agreement requires you to provide us with at least 30 days' notice of any intent to cancel this work order. If you cancel this work order without providing the required notice, we will make reasonable efforts to implement a 2-4 week transition period to conduct knowledge transfers, risk identification, ramp down and other associated tasks for which you agree to continue to pay our hourly rates and any reasonable out of pocket travel and living expenses. If you instruct us not to implement such a transition period, we reserve the right to invoice you for the time our professional staff would have remained engaged had you provided the notice required by your contract or an amount equal to 40 hours of our consultants' time at their normal billing rate, whichever is less.

Work Schedule

Infront consultants shall keep the Company advised as to the progress and schedule of the Work. The Customer shall have the right to require the Consultant to provide a schedule. Where the Consultant believes the occurrence of any event or any act or omission by any

person or entity (including by the Customer or its employees or others) will or may delay the Work or increase the cost, the Consultant shall provide verbal notification to be followed by written notice to the company within three business days of the occurrence of said event, act or omission. Said written notice shall specify the nature and cause of the actual or potential delay, cost or expense increase to their Work, as well as the expected length of delay or expected increase in cost or expense. The consultant shall at all times conduct its Work and cooperate with all others so as to mitigate any possible interference with The Customer operations.

Contact Information

This section outlines both Infront Consulting Group Inc. and the Customer's contact information.

Infront Consulting Group Inc

Infront Sales
sales@infrontconsulting.com
500 North Rainbow Blvd., Suite 300
Las Vegas, NV 89107
Office: 1 (416) 503-8350 x2

The Customer

Your Name
Your Title
Street
City, State, Zip Code
Your Email Address
Office: Your Phone Number

Appendix B – Engagement Requirements Agreement

Infront Consulting Group Inc. will perform the Services and work remotely. Infront Consulting Group Inc. will need appropriate security access, network access and domain credentials to accomplish expected tasks.

**SEE APPENDIX B FOR REQUIREMENTS. SIGN AND RETURN TO
Infront Consulting Group Inc. @ sales@infrontconsulting.com
5 BUSINESS DAYS PRIOR TO ENGAGEMENT START DATE**

| Assumptions | Needed | In Place |
|--|-------------------------------------|--------------------------|
| The Customer agrees to assist Infront Consulting Group Inc. in setting up any required meetings | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| The Customer agrees to provide Infront Consulting Group Inc. with remote access and administrative credentials to their systems | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| A member of the Customer's IT group will be available to assist when required for the duration of the engagement. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Knowledge transfer can only be provided when the Customer's resources are available throughout the engagement. Additional time will not be allocated to knowledge transfer after the deliverables have been completed. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Admin access to pertinent subscriptions or working with someone from the Customer who has Admin access and regular, daily availability. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| ADFS setup, for which we will either require admin access to AD or working with someone who has access. | <input type="checkbox"/> | <input type="checkbox"/> |
| Infront Consulting Group Inc. will have VPN access to the environment | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

(Authorized signature)

Name and Title (please print)