

Statement of Work

Design and Implementation for Active Directory (DIAD)

Prepared for
DeKalb County

Prepared by
Microsoft Services
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This Statement of Work ("SOW") and any exhibits, appendices, schedules, and attachments to it are made pursuant to Letter Agreement No. DORV177-130782-149580 ("Work Order") and describes the work to be performed ("Services") by Microsoft Corporation ("Microsoft," "us," "we," or "our") for DeKalb County ("DeKalb County," "Customer," "you," or "your") relating to your Design and Implementation for Active Directory Project (project).

This SOW and the associated Work Order expire thirty (30) days after their publication date, unless signed by both parties or formally extended in writing by Microsoft.

Introduction

DeKalb County is seeking to build a new Active Directory to remediate technical issues, such as a ".local" suffix in their current Active Directory Forest, which will allow them to move forward on their broader modernization goals.

The purpose of this SOW is to provide DeKalb County with the proposed scope, activities, and timeline necessary to complete this activity.

1. Project objectives and scope

1.1. Objectives

The objective of this project is to deploy a new Active Directory Domain Services ("AD DS") environment for DeKalb County. This new AD DS environment will serve as a production directory service that provides authentication and authorization services across a variety of DeKalb County's resources. This objective will be met by using the following principles:

- Designed by using the latest Microsoft-recommended practices
- Built by employing the latest security recommendations

1.2. Areas in scope

1.2.1. General project scope

Microsoft will provide Services in support of the following scope.

Area	Description	Assumptions
Design Workshops	Microsoft will lead up to six (6) Design Workshops to determine specific configuration elements for the AD DS deployment.	All required DeKalb County personnel will attend these meetings. Decisions will be made during the meetings, so the final design can be completed.

Area	Description	Assumptions
<p>Domain Controller Deployment (Hybrid)</p>	<p>Microsoft will deploy up to two (2) Active Directory domain controllers located within on-premises datacenter and up to three (3) Active Directory Domain controllers that are in an Azure subscription as a virtual machine role instance.</p>	<p>At least one (1) domain controller will be installed within the DeKalb County's on-premises Datacenter. The physical hardware or virtual machines are available on the DeKalb County's production network and have been built per the specifications that are outlined in the design document for this project.</p> <p>At least one (1) domain controller will be installed within the DeKalb County's Azure IaaS subscription as a virtual machine role.</p> <p>DeKalb County has an Azure subscription in place that provides IaaS options.</p> <p>DeKalb County will provide the project team with the person who is listed as the global administrator for the Azure subscription.</p> <p>DeKalb County understands and is prepared to provide the compute resources that are required to implement the domain controller role as documented in the design document portion of this project.</p> <p>DeKalb County will establish Virtual Private Network ("VPN") connection to Azure or Azure ExpressRoute, between their on-premises network and their Azure IaaS subscription to implement connectivity to their AD DS environment that is configured within Azure. This will be in place prior to the Enable phase of this project.</p>
<p>Domain Name Service ("DNS")</p>	<p>Configure a single Active Directory integrated DNS forward lookup zone to serve as the primary namespace for this AD DS deployment.</p>	<p>It is assumed that DeKalb County will provide an Internet-resolvable DNS namespace that is a subzone of their current DNS namespace to serve as the AD DS DNS namespace.</p>

Area	Description	Assumptions
Site Structure	Configure Active Directory Sites and Services to model the DeKalb County's IP subnets as it relates to their network infrastructure.	It is assumed that DeKalb County has a complete listing of all IP subnets that will participate within this new AD DS environment and this list will be given to Microsoft to configure AD DS.
Secure Domain Group Policy object ("GPO")	A GPO will be deployed that will replace the Default Domain Policy using Microsoft recommended security baselines.	DeKalb County will provide input into the Account Policies portion of this GPO.
Secure Domain Controller GPO	A GPO will be deployed that will replace the Default Domain Controllers Policy using Microsoft recommended security baselines.	The settings that are applied within this GPO will remain unchanged.
Establish Non-Production Active Directory Environment	Assist Customer with defining and implementing a new non-production Active Directory forest and single domain for use a development and test instance.	Active Directory consultant will provide up to eight (8) days assistance with design and deployment of the non-production environment.
GPO Design Assistance	The Microsoft deployment consultant will provide up to five (5) days assistance with additional GPO design and implementation activities.	The settings that are applied within the Secure Domain Controller GPO will remain unchanged.
Certification Authority	Design and deploy a purpose-built Public Key Infrastructure ("PKI") enterprise Certification Authority ("CA") using Active Directory Certificate Services.	The newly-deployed CA will not be subordinate to existing CAs in the DeKalb County environment.
Use Hardware Security Module ("HSM")	Integrate new enterprise CA with an HSM.	The HSM is only used to store the CA private key. Any other use of HSM will require a change request and/or additional offers.
Organizational Unit ("OU") Configuration	A predetermined OU structure will be applied to this configuration which is based upon the tier model for Active Directory Domain Services administration.	The recommended OU structure that is provided as a part of this deployment will remain unchanged.

Area	Description	Assumptions
Administrative Delegations	An administrative OU model will be deployed following the recommended model for isolating resources per security tiers. This design provides recommendations for Tier 0 (AD service, Services administrators and Domain Controllers) and isolation of this tier with Tier 1 (servers) and Tier 2 (workstations). The detailed delegation model for Tier 1 and Tier 2 is out of scope and should be provided by a following project.	The "Admin" OU model and corresponding delegations as a part of this deployment will remain unchanged.
DHCP Design	A high-level design for the new forest will be based on current state DHCP services.	Design only work, DHCP implementation will be a DeKalb County activity. DeKalb County personnel knowledge of the current DHCP implementation will be accessible to the project team.

1.2.2. Software products and technologies

The products and technology that are listed in the following table are required for project execution. DeKalb County is responsible for obtaining all identified licenses and products.

This project will rely upon functionality that is provided as a part of either the Datacenter or Standard edition of Windows Server 2016. Between those two (2) options, the edition that will be used is solely up to DeKalb County and the requirements of their AD DS deployment. The following table provides additional detail about the required software for this project.

The standard domain controller installation that will be provided includes the following software prerequisites.

Important note: Unless otherwise agreed to in the Work Order, DeKalb County temporarily appoints Microsoft to act as its agent for the limited purpose of accepting and agreeing to the user terms of any click-through license agreement that accompanies the software (Microsoft or non-Microsoft) that is listed in this SOW or the Work Order and is included within the test and development environments. DeKalb County can read these terms by clicking the About box in the toolbar ribbon for the specific product at www.microsoft.com or by requesting a copy from the Microsoft Delivery Manager.

Unless otherwise agreed to in writing in the Work Order, DeKalb County temporarily entitles Microsoft to act as its agent for the download of the required software. With this authority, Microsoft can apply the known-good media process to download and validate the required software and can compile the

software into a specific disk image structure that can be used to build an MDT server or provide a known good build ISO.

Product and technology item	Version	Ready by
Microsoft Azure subscription with IaaS capabilities	Current	Prior to Enable Phase
Windows Server 2016	Datacenter or Standard	Prior to Enable Phase
Windows Server 2016 Datacenter edition (deployed as an IaaS virtual machine)	Datacenter	Prior to Enable Phase
Microsoft Antimalware for Azure Cloud Services and Virtual Machines	Current	Prior to Enable Phase
Azure Virtual Machine Agent	Current	Prior to Enable Phase
Hardware Security Module ("HSM")	Current	Prior to Enable Phase

The following software packages will be required for the solution and are available as Internet downloads at no cost. Microsoft will provide a text file with packages, versions, and their respective download locations. A script will be provided to help download the required files.

Name	Provided Through
Microsoft BgInfo (from the Sysinternals Suite)	Scripted download
Microsoft Assessment and Deployment Kit	Scripted download
Windows Management Framework	Scripted download
Microsoft Report Viewer	Scripted download
Microsoft Deployment Toolkit	Scripted download
Microsoft .NET Framework	Scripted download
Microsoft Attack Surface Analyzer	Scripted download
Microsoft Enhanced Mitigation Experience Toolkit	Scripted download
Microsoft Network Monitor	Scripted download

Name	Provided Through
Microsoft Message Analyzer	Scripted download
Remote Server Administration Tools for Windows	Scripted download
Microsoft Local Administrator Password Solution	Scripted download
TCPView for Windows (from the Sysinternals Suite)	Scripted download
Microsoft Process Explorer (from the Sysinternals Suite)	Scripted download
Microsoft Process Monitor (from the Sysinternals Suite)	Scripted download
Microsoft PsTools (from the Sysinternals Suite)	Scripted download
Microsoft security baseline templates	Scripted download
Administrative templates for Windows 10	Scripted download

Note: The use of Windows Defender is recommended as the antivirus solution for the new AD DS environment. DeKalb County might choose to use their own antivirus software. However, because domain controllers are managed as Tier 0 resources, and the existing antivirus infrastructure also manages other tiers (1 and 2), a new Tier 0–specific antivirus infrastructure would need to be deployed to adequately support the new, in-scope AD DS environment. This new antivirus infrastructure would need to be governed as a Tier 0 resource and managed accordingly, possibly adding overhead.

1.2.3. Environments

The following environments will be required to deliver the project.

Environment	Location	Responsibility	Ready by
Build	Dedicated Secure Room	Customer	Prior to Enable Phase
Production	Secure Datacenter	Customer	Prior to Enable Phase
Production	Azure IaaS	Customer	Prior to Enable Phase

1.2.4. Testing and defect remediation

Testing

The following testing is included in the scope of the project. If the Customer has responsibility for testing, the Microsoft effort to support that activity is identified. If additional time is needed for Microsoft testing support, then it can be requested through the Change management process described in this SOW.

Test type (environment)	Description	Responsibility		
		Has responsibility for testing?	Provides data or test cases	Provides guidance and support
System and Functional testing (Enable)	System and Functional testing focuses on determining whether functionality meets design. Test cases for this deployment have been prewritten for the specific solution and are based on the design presented in the Systems Design Document. This duration of the activity is time boxed at three (3) days.	Microsoft	Customer	Microsoft

Defect Remediation

If defects are identified during testing, the priority of the item will be jointly agreed upon by the Customer and Microsoft. Defect prioritization is defined in the following table.

Priority	Description	Remediation in scope?
P1	Blocking defect Development, testing, or production launch cannot proceed until this type of defect is corrected. A defect of this type blocks further progress in this area. The solution cannot ship and the project team cannot achieve the next milestone until such a defect is corrected.	Yes; up to eight (8) hours of P1 defect remediation is in scope.
P2	Significant defect This type of defect must be fixed prior to moving to production. Such a defect, however, will not affect test plan implementation.	No; the problem will be logged. Remediation will be performed through an agreed-upon change request only.
P3	Important defect It is important to correct this type of defect. However,	No; the problem will be logged. Remediation will be performed

Priority	Description	Remediation in scope?
	it is possible to move forward into production through the use of a workaround.	through an agreed-upon change request only.
P4	Enhancements and low priority defects P4 defects consist of feature enhancement and cosmetic defects. These include design requests that vary from original concepts.	No; the problem will be logged. Remediation will be performed through an agreed-upon change request only.

1.3. Areas out of scope

Any area not explicitly included in the Areas in scope section is out of scope for Microsoft during this project. Areas out of scope for this project are listed in the following table.

Note: This project uses a preconfigured AD DS deployment that follows recommended practices. Any changes to the default configuration, aside from those listed as in-scope, are considered out of scope for this project.

Area	Description
Additional AD DS delegations or DS Access Control Lists	This project provides a default AD DS administrative delegation model for managing Tier 0 resources. Placeholder roles are provided for Tier 1 and Tier 2. The detailed delegation model for Tier 1 and Tier 2 is out of scope. Changes or additions to this default model are considered out of scope for this project.
Additional AD DS Domain controller Installation or Configuration	This project has been scoped for the deployment of up to eight (8) AD DS domain controllers in on-premises data centers and up to three (3) AD DS domain controllers in Azure IaaS. The deployment of domain controllers beyond this number is considered out of scope for this project.
Additional Group Policy Design, Configuration or Implementation	This project will provide two new GPO's which will override the existing Default Domain and Default Domain Controllers GPO objects which will be based on SCM templates. Additional GPOs for managing general workstations, servers (computer), or user-related objects are out of scope for this project.
Additional Testing, Including UAT and Application Testing	This project will perform system testing to validate that the new AD DS environment has been built per the specifications that are listed in the design document for this project. Any additional testing is considered out of scope for this project.

Area	Description
	Furthermore, system testing activities have been time-boxed to four (4) days. Testing processes extending beyond this timeframe are considered out of scope for this project.
Cloud Services Planning	Planning for cloud services such as Microsoft Azure Networking, Azure Storage, or Azure Active Directory.
Data Migration	Data migration activities, including the migration of Active Directory objects into this new environment, are not in scope for this project.
Hardware	Microsoft will not provide hardware for this project.
Integration with Third-Party Software	Microsoft will not be responsible for integration with third-party software.
Directory Migration or Consolidation	Migration, consolidation, or rationalization of AD DS objects, including users, groups, workstations, servers, applications, logon scripts, or group policies.
Organizational Change Management	Designing—or redesigning—the Customer’s functional organization is not included.
Process Reengineering	Designing functional business components of the solution is not included.
Product Bugs and Upgrades	Product upgrades, bugs, and design change requests for Microsoft products are not in scope for this project.
Product Licenses and Subscriptions	Product licenses (Microsoft or non-Microsoft) and cloud service subscriptions are not included.
Role Definition	Custom definition of roles and the creation of new accounts or roles (such as groups) are out of scope for this project.
Source Code Review	The Customer will not provide Microsoft with access to non-Microsoft source code or source code information. For any non-Microsoft code, Microsoft Services will be limited to the analysis of binary data, such as a process dump or network monitor trace.
System Integration	System integration and interfaces are not in scope for this project.

2. Project approach, estimated timeline, and deliverable acceptance

2.1. Approach

Microsoft follows a structured approach for the deployment of AD DS environments. This approach is as follows:

- Assess:** during the Assess Phase, Microsoft works with you to begin the project and complete design and planning workshops. The result is an updated AD DS design which will be built and deployed into your production environment during the Enable Phase.
- Enable:** during the Enable Phase, Microsoft works with you to prepare, deploy and validate the new AD DS environment into your production network environment.

This section will provide additional detail regarding key activities, work products (Microsoft and DeKalb County), and assumptions for each phase of this project.

2.1.1. Assess Phase

The Assess Phase begins with the project initiation (kick-off) and ends with the completion of an AD DS design, which will be configured and deployed in the Enable Phase.

Category	Description
<p>Microsoft Activities The activities to be performed by Microsoft</p>	<ul style="list-style-type: none"> Conduct Kick-off and Scope Validation Meeting Conduct AD DS Design Workshops Create Solution Design Document and Review with DeKalb County Create Draft Test Plan Document and Review with DeKalb County
<p>Customer Activities The activities to be performed by DeKalb County</p>	<ul style="list-style-type: none"> Work with Microsoft to identify the Project team members Participate in Kick-off and Scope Validation Meeting Participate in Design Workshops Facilitate any necessary communication or information in preparation for requests that might result from discussions during the design workshops and information gathering exercises Make decisions when architectural options are presented Participate in the review and approval process of the Solution Design Document. Participate in the review and approval process of the Test Plan Document

Category	Description
Key Assumptions	<ul style="list-style-type: none"> • DeKalb County SMEs will be available for Design Workshops. • All required DeKalb County personnel will attend design workshops to determine specific configuration elements for the AD DS deployment. Decisions will be made during the workshops so that the final design can be completed. • DeKalb County has a complete listing of all IP subnets that will participate within this new AD DS environment. • DeKalb County will provide an Internet-resolvable DNS namespace that is a subzone of their current DNS namespace to serve as the AD DS DNS namespace. • Physical hardware or virtual machines are available on the production network of DeKalb County and have been built per the specifications that are outlined in the design document for this project. • DeKalb County has an Azure subscription in place that provides IaaS options. • DeKalb County will provide the Microsoft project team with the person who is listed as the global administrator for the Azure subscription. • DeKalb County understands and is prepared to provide the compute resources that are required to implement the domain controller role as documented in the Design Document portion of this project. • If necessary, DeKalb County will establish a virtual network connection, which uses Azure ExpressRoute, between their on-premises network and their Azure IaaS subscription to implement connectivity to their AD DS environment that is configured within Azure. This connection will be in place prior to the Enable Phase of this project. • At least one domain controller will be installed within the DeKalb County's on-premises datacenter. The physical hardware or virtual machines are available on DeKalb County's production network and have been built per the specifications that are outlined in the Design Document for this project.

Workshops

Workshop	Topics Covered	Maximum Hours per Session	Maximum Number of Sessions
Kick-off and Scope Validation Workshop	<ul style="list-style-type: none"> • Initiate the project • Validate scope 	Four (4)	One (1)

Workshop	Topics Covered	Maximum Hours per Session	Maximum Number of Sessions
	<ul style="list-style-type: none"> Assign appropriate project team members 		
Forest/Domain Name and DNS Design Workshop	<ul style="list-style-type: none"> Forest Name Domain Name DNS Namespace 	Two (2)	One (1)
Site Design and Domain Controller Physical/Logical HW Design Workshop	<ul style="list-style-type: none"> Site Design Domain Controller Design DC Naming 	Two (2)	(1)
Azure-based DC Threat Assessment Design Workshop	<ul style="list-style-type: none"> Decision tree for placing DCs in Azure Threat assessment of attack vectors and mitigations 	Four (4)	Two (2)
Certification Authority (CA) Design Workshop	<ul style="list-style-type: none"> Enterprise CA Configuration 	Four (4)	One (1)
GPO Design Workshop	<ul style="list-style-type: none"> Solution Group Policy Account Policy Settings 	Two (2)	One (1)
Non-Production AD Workshop	<ul style="list-style-type: none"> Design and deployment of non-production Active Directory Environment 	Two (2)	One (1)
Administrative Model Workshop	<ul style="list-style-type: none"> Solution Administrative Model Delegations Role Members 	Two (2)	(1)

Deliverables

Name	Description	Acceptance required?	Responsibility
Solution Design Document	Word document detailing the AD DS and AD CS design, including any specific configuration details as determined during the Design Workshops	Y	Microsoft
DHCP High-Level Design Document	Word document containing the recommended design for implementing DHCP service in the new forest	N	Microsoft

Draft Test Plan Document	Word document detailing the test cases which will satisfy the validation of the deployed environment	N	Microsoft
Communications Plan	Plan for communicating with stakeholder groups during the project	N	Customer
Project Plan	Schedule for domain controller build and testing activities	N	Customer

2.1.2. Enable Phase

During the Enable Phase, the AD DS design (including the new Enterprise Certification Authority) is installed in a production network and validated (tested) to make sure that the design meets the specifications in the solution design document. After it is validated, the AD DS deployment is deemed production-ready, and an engagement closeout meeting completes the project.

Category	Description
<p>Microsoft Activities The activities to be performed by Microsoft</p>	<ul style="list-style-type: none"> • Validate environmental prerequisites • Validate software hash against DeKalb County’s media • Prepare and update hydration scripts for environment • Create the implementation guide document and review with DeKalb County • Deploy AD DS domain controllers • Deploy AD CS enterprise Certification Authority (“CA”) • Assist with the integration of the CA with DeKalb County’s HSM • Complete System Testing • Remediate or mitigate P1 defects within System Testing timebox • Review and update Test Plan document with testing results and DeKalb County feedback • Deliver final test plan document and review with DeKalb County
<p>Customer Activities The activities to be performed by the Customer</p>	<ul style="list-style-type: none"> • Prepare all environment prerequisites including software, hardware, or virtual machines for the deployment of AD DS and AD CS as illustrated in the Solution Design Document • Make Azure subscription global administrator available for entire phase • Verify allocation of sufficient compute resources as specified in Solution Design Document • Confirm Azure VPN or Azure ExpressRoute is ready and has been properly configured for a virtual network connection between your Azure and on-premises networks • Provide appropriate personnel to assist in the integration of the enterprise CA with DeKalb County’s HSM

Category	Description
	<ul style="list-style-type: none"> • Provide appropriate personnel to assist in the system testing process • Provide appropriate personnel to assist in mitigating any P1 defects • Fix or mitigate all P2, P3, or P4 defects • Participate in the review and approval process of the Test Plan Document • Attend and participate in the project close-out meeting
Key Assumptions	<ul style="list-style-type: none"> • All required DeKalb County personnel will work with Microsoft during the system testing processes • Physical hardware or virtual machines are available on the DeKalb County's production network and have been built per the specifications that are outlined in the design document for this project • DeKalb County will provide change management approvals for the AD DS installations • DeKalb County has an Azure subscription in place that provides IaaS options. • HSM is compatible with Active Directory Certificate Services, and DeKalb County personnel are responsible for configuration of and interaction with the HSM itself • DeKalb County will provide the Microsoft project team with the person who is listed as the global administrator for the Azure subscription • DeKalb County understands and is prepared to provide the compute resources that are required to implement the domain controller role as documented in the design document portion of this project • Azure VPN or Azure ExpressRoute has been configured between DeKalb County's Azure IaaS environment and their on-premises datacenter

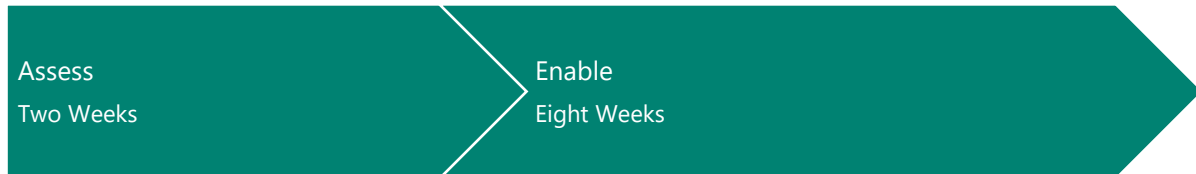
Deliverables

Name	Description	Acceptance required?	Responsibility
Implementation Guide Document	A Word document that provides step-by-step instructions for installing Active Directory domain controllers	Y	Microsoft

Final Test Plan Document	Expanding upon the draft version that was completed during the Assess phase, a Word document that includes all test cases and test results	Y	Microsoft
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2.2. Estimated Timeline

During project planning of the project, a detailed project timeline will be developed. All dates and durations are relative to the project start date and are estimates only.



2.3. Deliverable acceptance process

During the project, Microsoft will submit certain deliverables (listed in the Approach section as deliverables with “Acceptance required?” equal to “Yes”) for the Customer’s review and approval.

Within three business days of the date of submittal, the Customer is required to:

- **Accept the deliverable** by signing, dating, and returning a service deliverable acceptance form, which can be sent by email, or by using (or partially using) the deliverable
- Or
- **Reject the deliverable** by notifying Microsoft in writing; the customer must include a complete list of reasons for rejection.

Deliverables shall be deemed accepted unless the written rejection notification is received by Microsoft in the timeframe specified.

If a rejection notification is received, Microsoft will correct problems with a deliverable that are in scope for the project (and documented in this SOW), after which the deliverable is deemed accepted. Problems that are outside the scope of this SOW, and feedback provided after a deliverable has been accepted will be addressed as a change request, managed as described in the Change management process section.

2.4. Project governance

The governance structure and processes the team will adhere to for the project are described in the following sections:

2.4.1. Project communication

The following will be used to communicate during the project:

- **Communication plan:** this document will describe the frequency, audience, and content of communication with the team and stakeholders. It will be developed by Microsoft and the Customer as part of project planning.
- **Status reports:** the Microsoft team will prepare and issue regular status reports to project stakeholders per the frequency defined in the communication plan.
- **Status meetings:** the Microsoft team will schedule regular status meetings to review the overall project status, the acceptance of deliverables, and review open problems and risks.

2.4.2. Risk and issue management

The following general procedure will be used to manage active project problems and risks during the project:

- **Identify:** identify and document project issues (current problems) and risks (potential problems that could affect the project).
- **Analyze and prioritize:** assess the potential impact and determine the highest priority risks and problems that will be actively managed.
- **Plan and schedule:** determine the strategy for managing priority risks and issues, and identify a resource who can take responsibility for mitigation and remediation.
- **Track and report:** monitor and report the status of risks and problems.
- **Escalate:** escalate to project sponsors the high impact problems and risks that the team is unable to resolve.
- **Control:** review the effectiveness of risk and issue management actions.

Active problems and risks will be regularly monitored during the project.

2.4.3. Change management process

During the project, either party is able to request modifications to the Services described in this SOW. These changes only take effect when the proposed change is agreed upon by both parties. The change management process steps are:

- **The change is documented:** all change requests will be documented by Microsoft in a Microsoft change request form and submitted to the Customer. The change request form includes:
 - A description of the change.
 - The estimated effect of implementing the change.
- **The change is submitted:** the change request form will be provided to the Customer.
- **The change is accepted or rejected:** the Customer has three business days to confirm the following to Microsoft:
 - Acceptance—the Customer must sign and return change request form.
 - Rejection—if the Customer does not want to proceed with the change or does not provide an approval within three business days, no changes will be performed.

2.4.4. Escalation path

The Microsoft Project Manager will work closely with the Customer’s project manager, sponsor, and other designees to manage project issues, risks, and change requests as described previously. The customer will provide reasonable access to the sponsor or sponsors in order to expedite resolution. The standard escalation path for review, approval, or dispute resolution is as follows:

- Project team member (Microsoft or the Customer)
- Project Manager (Microsoft and the Customer)
- Microsoft Delivery Manager
- Microsoft and the Customer’s Project Sponsor

2.5. Project completion

Microsoft will provide Services defined in this SOW to the extent of the fees available and the period of performance specified in the Work Order. If additional services are required, the [Change management process](#) will be followed and the contract modified. The project will be considered complete when at least one (1) of the following conditions has been met:

- All fees available have been utilized for services delivered and expenses incurred.
- The term of the project has expired.
- All Microsoft activities and in-scope items have been completed.
- The Work Order has been terminated.

3. Project roles and responsibilities

The key project roles and the responsibilities are as follows.

Customer

Role	Responsibilities
Project Sponsor	<ul style="list-style-type: none">• Make key project decisions.• Serve as a point of escalation to support clearing project roadblocks.• Part-time availability with an expected allocation of 2-4 hours per week.
Project Manager	<ul style="list-style-type: none">• Serve as primary point of contact for the Microsoft team• Manage the overall project.• Deliver the project on schedule.• Take responsibility for customer resource allocation, risk management, and project priorities.• Communicate with executive stakeholders.• Part-time availability with an expected allocation of 8-10 hours per week.
Technical Team Lead	<ul style="list-style-type: none">• Serve as primary technical point of contact.• Take ownership of technical architecture and code deliverables.

Role	Responsibilities
	<ul style="list-style-type: none"> Part-time availability with an expected allocation of 16-32 hours per week.

Microsoft

Role	Responsibilities
Microsoft Project Manager	<ul style="list-style-type: none"> Manage and coordinate Microsoft project delivery. Serve as a single point of contact for escalations, billing problems, personnel matters, and contract extensions. Take responsibility for issue and risk management, change management, project priorities, status communications, and status meetings. Coordinate Microsoft and Microsoft subcontractor resources but not customer resources.
Microsoft Architect	<ul style="list-style-type: none"> Provide guidance based on Microsoft-recommended practices. Identify and manage technical risks. Quality review of deliverables.
Microsoft Consultant	<ul style="list-style-type: none"> Provide technical design leadership. Deliver workshops and sessions. Responsible for development and delivery of technical deliverables.

4. Customer responsibilities and project assumptions

4.1. Customer responsibilities

In addition to Customer activities defined in the Approach section, the Customer is also required to:

- Provide information:
 - This includes accurate, timely (within three (3) business days or as mutually agreed-upon), and complete information.
- Provide access to people and resources.
 - This includes access to knowledgeable customer personnel, including business user representatives, and access to funding if additional budget is needed to deliver project scope.
- Provide access to systems.
 - This includes access to all necessary customer work locations, networks, systems, and applications (remote and onsite).
- Provide a work environment.
 - This consists of suitable work spaces, including desks, chairs, and Internet access.
- Manage non-Microsoft resources.
 - The Customer will assume responsibility for the management of all Customer personnel and vendors who are not managed by Microsoft.

- Manage external dependencies.
 - The customer will facilitate any interactions with related projects or programs in order to manage external project dependencies.

4.2. Project assumptions

The project scope, Services, fees, timeline, and our detailed solution are based on the information provided by the Customer to date. During the project, the information and assumptions in this SOW will be validated, and if a material difference is present, this could result in Microsoft initiating a change request to cover additional work or extend the project duration. In addition, the following assumptions have been made:

- Work day:
 - The standard work day for the Microsoft project team is between 8 AM and 5 PM, Monday through Friday.
- Standard holidays:
 - Observance of consultants' country-of-residence holidays is assumed and has been factored into the project timeline.
- Remote working:
 - The Microsoft project team may perform services remotely.
 - If the Microsoft project team is required to be present at the Customer location on a weekly basis, resources will typically be on site for three nights and four days, arriving on a Mondays and leaving on a Thursday.
- Language:
 - All project communications and documentation will be in English. Local language support and translations will be provided by the Customer.
- Staffing:
 - If necessary, Microsoft will make staffing changes. These can include, but are not limited to, the number of resources, individuals, and project roles.
- Informal knowledge transfer:
 - Customer staff members who work alongside Microsoft's staff will be provided with information knowledge transfer throughout the project. No formal training materials will be developed or delivered as part of this informal knowledge transfer.