

SharePoint Migration

Statement of Work

Revision x.x

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Table of Contents

1. ENGAGEMENT OVERVIEW	3
1.1 OBJECTIVE	3
1.2 SUCCESS CRITERIA	3
2. SCOPE OF WORK	3
2.1 MIGRATION WORK	3
2.1.1 <i>Envisioning and Planning Phase</i>	3
2.1.2 <i>Migration Testing Phase</i>	4
2.1.3 <i>Migration Execution Phase</i>	4
2.1.4 <i>Post Migration Phase</i>	4
2.2 CUSTOMER PARTICIPATION	4
2.3 OUT OF SCOPE	5
2.4 DELIVERABLES	5
2.5 ESTIMATING ASSUMPTIONS	5
3. DELIVERY APPROACH	6
3.1 ACTIVITY PLAN	6
3.2 STAFFING	6
3.3 STATUS REPORTING	6
3.4 APPROVING DELIVERABLES	7
3.5 CHANGE MANAGEMENT	7
4. PROFESSIONAL SERVICE FEES	8
5. TERMS AND CONDITIONS	9
6. ACCEPTANCE	9

1. Engagement Overview

1.1 Objective

The purpose of this engagement is for Provider to work with CUSTOMER to perform a Native Microsoft intra organization SharePoint migration from CUSTOMER's current production SharePoint farm into a Dedicated SharePoint solution at Provider. The SharePoint migration will be conducted by Provider following the timeline listed in this document, with the goal of migrating all of CUSTOMER's SharePoint resources into the Dedicated SharePoint solution by the timeline outlined within this discovery process. The migration will take place following any needed clean up and remediation, including the setup and configuration of the Dedicated SharePoint solution. The expectation and scoping of this migration project follows the assumption that all necessary work to create the Dedicated SharePoint solution has been completed by the Dedicated SharePoint team, and therefore the process of building the Dedicated SharePoint solution has been purposefully left out of scope of this document.

1.2 Success Criteria

This engagement will be successful for CUSTOMER when:

- CUSTOMER SharePoint data has been migrated to the Dedicated SharePoint solution.
- CUSTOMER has removed connections into the Legacy SharePoint farm.
- CUSTOMER has verified the Dedicated SharePoint solution is operating as expected.
- If possible, Provider has copied over the additional SharePoint components requested by CUSTOMER from the legacy system into Dedicated SharePoint solution.

2. Scope of Work

All work related to the Dedicated SharePoint Migration will be performed after the completion of the Active Directory site extension into Provider's Datacenter, and the completion of the Dedicated SharePoint solution. The Dedicated SharePoint Team will test and confirm that proper coexistence between CUSTOMER's Active Directory and the Dedicated SharePoint solution has been established. This will ensure that all resources dependent for an intraorganization migration are in place and functioning as expected. The Dedicated SharePoint team will then take ownership of the migration of all SharePoint data as provided by CUSTOMER via backups into Dedicated SharePoint solution from CUSTOMER's SharePoint On-Premise farm.

2.1 Migration Work

The following work items are to be completed in this portion of the engagement.

2.1.1 Envisioning and Planning Phase

1. Meet with key personnel to define business requirements.
2. Identify third party SharePoint integrations.
3. Identify custom SharePoint configurations for viability of migration to the Dedicated SharePoint.
4. Identify if business needs require, CUSTOMER will perform customer or 3rd party component migration.
5. Create a project plan and schedule based on groups provided by CUSTOMER.
6. Create Pilot Group of users to be used for initial migration testing.

2.1.2 Migration Testing Phase

1. CUSTOMER will backup existing sources SharePoint SQL farm and make file available to Provider.
2. Transfer SharePoint SQL backup files.
3. Provider will integrate SharePoint SQL backup files into new SharePoint farm.
4. If applicable CUSTOMER will provide retooled dedicated SharePoint customizations, including retooled SharePoint web applications, for new SharePoint farm.
5. Provider will deploy retooled customizations with formalized written directions from CUSTOMER.
6. CUSTOMER will perform testing of stale data on new SharePoint farm.
7. The Dedicated SharePoint Team will perform possible remediation as needed.
8. CUSTOMER will create any self-help documentation needed for end users.

2.1.3 Migration Execution Phase

1. CUSTOMER will lock the source SharePoint farm to prevent further updates. (via SharePoint or SQL methods)
2. CUSTOMER will create new backup of SharePoint SQL servers.
3. Move new Sharepoint SQL backup files to Provider.
4. Provider will remove testing data set and integrate new updated data into new SharePoint farm.
5. Modify existing DNS from old CUSTOMER farm to new dedicated SharePoint farm at Provider.
6. Verify all expected DNS resolution is occurring as expected.
7. Complete migration of SharePoint farm configuration as needed.

2.1.4 Post Migration Phase

1. Re-configure the Dedicated SharePoint solution to remove any SharePoint On-Premise dependencies as needed.
2. Review lessons learned process with CUSTOMER.
3. Close out document signed by CUSTOMER.

2.2 CUSTOMER Participation

CUSTOMER team will participate in this engagement as follows, but not limited to:

1. Coordinate CUSTOMER's resources and staff schedules
2. Participate in Envisioning and Planning Workshops.
3. CUSTOMER will create SQL backup of SharePoint On-Premise server, and provide them to Provider, for migration testing.
4. Configure external, or internal, DNS entries as required to support the Dedicated SharePoint solution.
5. Configure networking and routing necessary to support the Dedicated SharePoint solution.
 - a. CUSTOMER must provide adequate network bandwidth to facilitate transfer of data.
6. Develop and execute communication plan with end users on requirements for new Dedicated SharePoint solution.
7. Apply necessary patches to client workstations to support Dedicated SharePoint solution.
8. Provide a local IT resource to facilitate testing on the CUSTOMER network.
9. Manage third party vendor relationships that have connections within SharePoint that need to be maintained.
10. Review and approve engagement deliverables.

2.3 Out of Scope

The following items should be considered out of scope with respect to CUSTOMER's objective, and are not planned for this engagement.

1. Decommissioning of any on premises servers.
2. Training for IT staff and users outside of adoption guides.
3. Deployment and configuration of client software or suites such as Microsoft Office.
4. Deployment of patches to clients that may be required to support the Dedicated SharePoint solution.
5. Engagement with third party vendor applications that may need to be installed in the Dedicated SharePoint solution.
6. Integration with any archiving solution.
7. Integration with existing Unified Messaging Platform (Lync/Skype for Business).
8. Integration with existing CUSTOMER on-premise Exchange services.
9. Identity services beyond migration of SharePoint users' migration to matching Active Directory accounts, including external Authentication or Single Sign On services such as ADFS.
10. Custom code conversion, or new, implementation of SharePoint web applications.

2.4 Deliverables

This engagement will produce the following deliverables:

#	Deliverable	Description
1	SharePoint farm Migration	Execute the migration of SharePoint On-Premise server to Dedicated SharePoint solution
2	Removal of dependencies to Legacy SharePoint	Remove any connections or links into the SharePoint On-Premise server. (Custom receive connectors, Send connectors, DNS records, etc.).

2.5 Estimating Assumptions

The overall scope and related work estimates for this engagement were developed based on the following assumptions. Material changes to these assumptions may impact the estimated effort, schedule, and fees associated with completing the work.

1. The scope, approach, and deliverables for this initiative are based on our current understanding of the work required to complete the objective.
2. The work requested of Provider will be performed between 8:00am and 5:00pm Central Time, Monday through Friday, unless otherwise requested and negotiated. **Any remediation work that may impact production users will be done after hours.**
3. Information provided in Customer documents and statements prior to this Statement of Work is assumed to be an accurate representation of the respective subject matter.
4. Customer key stakeholders will be readily accessible for key decision making throughout the course of the initiative.
5. Customer will have a local IT resource available for testing during the migration planning phase.
6. CUSTOMER will work with Provider for the necessary access and permissions setup to perform the mail migration work.
7. CUSTOMER will provide Provider an accurate SQL data sizing information

- CUSTOMER is solely responsible for backing up and making SQL files readily available to Provider.
- 8. CUSTOMER has a fully routed network environment to support AD's site extension in to the Provider Datacenter.
- 9. Hardware and software costs that may be required to complete this engagement are not included in this Statement of Work.
- 10. Provider will begin scheduling work as soon as the Dedicated SharePoint solution has been completed.

3. Delivery Approach

3.1 Activity Plan

The table below summarizes the work activities, and effort estimates planned for the completion of this engagement.

After the completion of Dedicated SharePoint solution, we expect a total duration of approximately 1 week of setup and preparation, approximately 1 week of CUSTOMER testing and remediation of dedicated SharePoint farm, and additional week to be scheduled for final migration.

Activity	Work Effort	Schedule
Building new Dedicated SharePoint farm	5 Days	Week 1
Back up and migration of testing SQL data	1 Day	Week 2
CUSTOMER testing of stale data farm	3 Days	Week 2
remediation of Dedicated SharePoint farm	3 Days	Week 2
Lock to read-only status of source CUSTOMER SharePoint farm	1 Day	Week 3
Back up and migration of fresh SQL data	1 Days	Week 3
Point DNS records to new Dedicated SharePoint farm	1 Days	Week 3
Total	15 Days	3 Weeks

3.2 Staffing

Key Provider roles are described below.

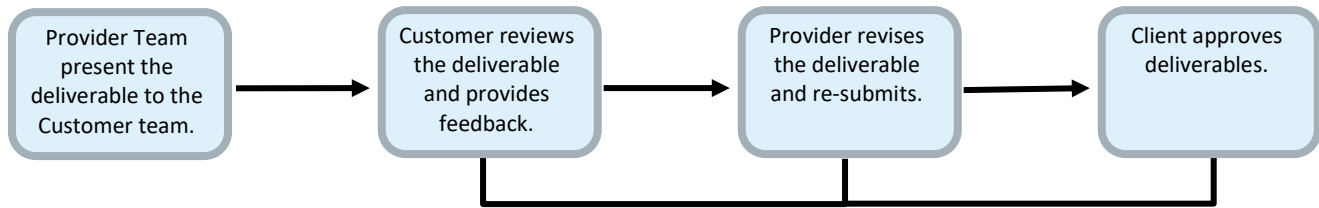
Role	Responsibilities
SharePoint Engineer	<ul style="list-style-type: none"> • Work with DSP team to develop technical requirements, technical designs, and implementation plans • Verify system test plans and deployment strategies • Primary resource for conducting the scope and Infrastructure updates needed for the environment • Responsible for implementation of this SOW for SharePoint migration

3.3 Status Reporting

The Provider team will prepare a weekly status report that captures relevant details related to statement of work progress, and any issues that require management attention.

3.4 Approving Deliverables

The Provider and Customer teams will jointly execute a deliverable review process as defined in the diagram below.



The effort estimates in this Statement of Work account for one iteration of the approval process shown here. If during the engagement the Customer requires more iterations of this process, the Provider delivery manager will evaluate the related impact on budget, schedule, and execute the change management process as appropriate.

3.5 Change Management

Either Provider or Customer may initiate a Change Request when some change or event has occurred that may impact the scope of the engagement. Provider will prepare formal documentation that includes description of the change with estimated implementation effort and impact to schedule and budget. Customer can choose to approve, or deny the change request. Provider will not proceed with work related to the change request until Customer has issued formal approval.

Some examples of events that can cause a Change Request include the following:

- *Change in Technical Scope* – Customer decides to include new functionality or capabilities not identified in the initial scope, and related work estimates.
- *Change in Scope of Work* – Customer requests that Provider perform work activities or produce deliverables not originally assigned to the Provider team.
- *Change in Approach* – Material changes in the work approach due to circumstances outside the control of the engagement team (some examples include: Customer team members not available as planned, delays in Customer tasks or responsibilities, equipment not available as planned.).

4. Professional Service Fees

Provider will provide the services defined in this SOW on a Time and Materials at a rate of \$250/hr. Estimates are based on our current understanding of the scope of the project and related services exclusive of travel and expenses.

SharePoint Migration Activities	Hours
Restoring SQL backups of SharePoint farm	8 hours
Remediation of SharePoint farm during testing	16 hours
Finalization of SharePoint farm accommodating custom design changes as set from source CUSTOMER farm or 3 rd party app if possible	16 hours
Total	40 hours

Work may not be scheduled or commenced until this SOW has been approved and signed by CUSTOMER and Provider. We will schedule the physical and personnel resources as soon as we have received acceptance of this arrangement. Scheduling usually completes after 2-4 weeks of execution of a given Statement of Work, which will mean scheduling of work can begin as soon as the Dedicated SharePoint solution has been completed. Exceptions will be communicated by the Dedicated SharePoint team engineer assigned to the migration.

5. Terms and Conditions

This Statement of Work (SOW) is subject to, and incorporates the terms of the Provider Global Services Agreement between Provider and Customer in effect at the time of signature for this SOW. Any exceptions to the GSA are noted in this Statement of Work, and are not to be construed as permanent modifications to the Global Services Agreement (i.e. they apply only to this SOW).

- Capitalized terms not defined in this SOW shall have the meaning ascribed to them in the Agreement.
- To the extent that there is any conflict between this SOW and the Agreement, this SOW shall prevail.

The term of this SOW is effective beginning upon execution, and continues through completion of the engagement.

6. Acceptance

PROVIDER	CUSTOMER, Inc. (CUSTOMER)
SIGNATURE	SIGNATURE
PRINTED NAME	PRINTED NAME
TITLE	TITLE
DATE	DATE

Please acknowledge acceptance of this with signature above.

Please return the signed document to: