

Statement of Work

Systems Center Configuration Manager

Prepared for

School Board of Sarasota County

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Prepared by

Dom Vila

Program Manager

dom.vila@microsoft.com

Contributors

Jim Gillin, Practice Sales Manager, Microsoft Services

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Revision and Signoff Sheet

Change Record

Date	Author	Version	Change reference
04/25/2008	Dom Vila	1.0	Initial draft for review/discussion
05/01/2008	Dom Vila	1.2	Updated to reflect changes in scope
05/08/2008	Dom Vila	1.3	Updated to provide support during pilot/stabilize and deployment
06/12/2008	Dom Vila	1.3.1	Updated to reflect training.

Reviewers

Name	Version approved	Position	Date
Wayne Johnson		IT Director	
Rob Farley		Project Co-Lead	

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INTRODUCTION

This Statement of Work (SOW) and any exhibits, appendices, schedules, and attachments to it is made pursuant to the work order No. 20080318, dated May 1, 2008, the terms of which are incorporated herein by reference, by and between School Board of Sarasota County (“Customer,” “you,” “your,” “SBSC”) and Microsoft Corporation, (“Microsoft,” “us,” “we,” “our”), or our affiliate, and sets forth the services to be performed by us related to Systems Center Configuration Manager (“project”). This SOW, together with the work order, represents the complete baseline for scope, services, service deliverables and acceptance applicable to this project. All changes to this document will be managed in accordance with the Change Management Process defined below. Any terms not otherwise defined herein will assume the meanings set forth in the work order.

Unless the customer signs the associated Work Order, this SOW and the associated Work Order expire 2 months after the date they were delivered to the customer for signature, unless they have been formally extended in writing by Microsoft Corporation.

Microsoft Corporation, through its Microsoft Services (MS) division is pleased to provide the School Board of Sarasota County (SBSC) our SOW to assist in the defining the solution design for a Microsoft Systems Center Configuration Manager (SCCM) 2007 deployment for all desktops and servers in the school district that are based on the Microsoft Platform. Microsoft Enterprise Services looks forward to working with The School Board of Sarasota County on this important engagement.

MS will conduct discovery sessions with SBSC subject matter experts (SMEs) to gather review the current infrastructure and systems management strategy. Agendas will be determined in advance working with SBSC’s project manager so as to minimize the disturbance to SBSC’s SMEs.

Microsoft’s goal is to help SBSC define their solution design and provide remote assistance during the Pilot/Stabilize and Deployment phases of the project. This effort will primarily assist SBSC with planning and designing their systems management platform in support of inventory management, software distribution and patch management.

PROJECT OBJECTIVES AND SCOPE

The School Board of Sarasota County (SBSC) is the 14th largest school district in Florida. The school district contains approximately 60,000 students and 5,600 employees. There are 51 schools supporting the educational needs of the district; 22 Elementary Schools, 6 Middle Schools, 1 K-8 School, 5 High Schools, 3 Exceptional Schools, 5 Alternative and 9 Charter Schools.

SBSC is a progressive school district offering exceptional education to its students. The school district has 15,000 workstations for student use. There are approximately 5,600 workstations available for employees. The school district current has Active Directory deployed as a single forest with multiple domains, one for each school.

Objectives

The primary objectives of this project are to provide the SBSC with the following systems management capabilities:

- Systems Inventory Management
 - Hardware
 - Software
- Software Distribution Strategy
- Patch Management Strategy
- Remote Management Tools
 - Remote Control

Areas Within Scope

The areas within scope for this project include the following:

- Design and Test activities for Systems Center Configuration Manager 2007
 - Functional Specification (Solution Design)
- Remote Oversight and Quality Assurance
 - Configuration Guide (Step-By-Step Implementation Guide)
- Limited Remote Support during Build, Pilot/Stabilize and Deployment phases

The Functional Specification document will include the following technology components:

- Site Design
 - Intranet Site Topology
 - Active Directory Integration/Update
- Discovery and Agent Installation
 - "Intranet Client ("Advanced Client")"
 - Active Directory Discovery
- Scan and Inventory
 - Hardware Inventory (incl. A/R Programs)
 - Software Inventory
 - "ID Package within "Asset Metrix"
- Distribution
 - Software Update Management (SUM)
 - Software Distribution Planning
- Administration and Reporting
 - SMS System/Role Security
 - Reporting

- MOC Training through NICOMP
 - 6 Training Slots for Course 6451A: Planning, Deploying and Managing Microsoft Systems Center Configuration Manager 2007

Areas Out of Scope

The following areas are explicitly out-of-scope of the project:

- Internet-based client management
- PDA device management
- Lab Testing

Anything not excluded in this section and not listed in the above “Areas within Scope” is considered out of scope for this SOW.

PROJECT APPROACH, TIMELINE AND SERVICE DELIVERABLES

Approach

Microsoft Services will assist SBSC in deploying Systems Center Configuration Manager 2007 (SCCM). Microsoft will focus its resources during the Envisioning and Planning phases of the project. SBSC will lead the Build, Pilot/Stabilize and Deployment phases of the project.

Microsoft Solutions Framework

We will leverage the Microsoft Solutions Framework (MSF) to execute this SOW. MSF represents a proven solution development approach that provides for well-defined phases that take into account development of requirements, architectural design, detailed software design, software development, system testing, and managed release cycles.

MSF organizes the solution approach into five distinct phases during the project lifecycle.

- **Envisioning:** Envisioning involves creating a business vision and defining the scope of work necessary to bring the vision to reality.

Microsoft Services will provide a Senior Consultant specializing on Systems Center technologies to review the current infrastructure and systems management strategy employed by the school district. A SBSC lead for Systems Center technologies will work with the Senior Consultant to gather information and work with our resource to define and clearly communicate the requirements and objectives.

- **Planning:** Planning continues through the development of detailed functional requirements, system and application architectures, the user interface prototype and a detailed project plan for the remainder of the project.

The Microsoft Services Senior Consultant will lead the development of the Functional Specification (Solution Design) process and documentation. This deliverable will provide SBSC with the architecture, server roles, and subsystem architecture needed to develop the Configuration Guide (As-Built Configuration Settings). The SBSC lead for Systems Center will work with the Senior Consultant to gather knowledge transfer needed to complete a successful deployment.

- **Build:** The Build phase begins with the first iteration of lab testing and configuration settings, and build procedure that results in the “functionality complete” milestone (or Beta release).

The SBSC lead will complete the lab testing and capture the build process and configuration settings in a document titled “Configuration Guide.” The results of the testing and documentation process will be shared with the Microsoft Senior Consultant for review and recommendations. The phase will coincide with the Plan phase with tasks staggered two days behind each topic area.

- **Pilot/Stabilization:** The Pilot/Stabilization phase involves the initial core infrastructure rollout and a limited pilot deployment.

The SBSC lead will install SCCM in production for the core server roles only, and then a pilot site will be deployed and observed for at least 1 week. The Microsoft Services Senior Consultant will be on-site supporting this effort for the first week.

- **Deployment:** The Deployment phase includes deployment of the core technology and site components to all systems in scope of the project, and transitioning of the project to operations and support.

The SBSC lead will perform the remaining rollout of SCCM to the Enterprise. Microsoft Services will not have any resources assigned during this phase.

Timeline

This project estimate is based on the Microsoft Project Plan titled "SBSC SCCM Project v1.3.mpp."

The project will be divided into phases and milestones, as depicted below. This timeline is an estimate only which is based on our current planning assumptions and may change during the course of the project.

Phase	Duration	Start	Finish
Training	5 days	Mon 6/23/08	Fri 6/27/08
SCCM Envision	4 days	Mon 6/30/08	Thu 7/3/08
SCCM Plan	14 days	Fri 7/4/08	Wed 7/23/08
SCCM Build	12 days	Tue 7/8/08	Wed 7/23/08
SCCM Pilot/Stabilize	10 days	Thu 7/24/08	Wed 8/6/08
SCCM Deploy	14 days	Thu 8/7/08	Tue 8/26/08

Microsoft Services will only have resources on-site during the SCCM Envision and Plan phases. Remote support will be provided during the Build phase. SBSC will perform all tasks in the Pilot / Stabilize and Deploy phases.

Key Service Deliverables and Acceptance Process

Key Project Service Deliverables

The following is a list of the key project service deliverables that will be delivered within this SOW, which must be formally reviewed and accepted. At the beginning of each phase, Microsoft and Customer will jointly define in writing the Acceptance Criteria for each deliverable.

Project Phase	Service Deliverable Name	Service Deliverable Description
Plan	Functional Specification	Defines the logical and physical design for the solution

Service Deliverable Acceptance Process

At specified milestones throughout the project, we will deliver completed project service deliverables for review and approval. Service deliverables shall be accepted or rejected within three (3) consecutive

business days from the time of submittal for acceptance. Service deliverables shall be deemed accepted in the absence of review or response of acceptance within this specified time. The use or partial use of any service deliverable constitutes acceptance of that service deliverable. Feedback supplied after the review period will be evaluated as a potential change of scope and shall follow the Change Management Process, as outlined in this SOW.

The Service Deliverable Acceptance Process is described below.

- **Submission of Service deliverables**
The Microsoft Project Manager, or his designee, will prepare a Service Deliverable Acceptance Form (see Exhibit section) and forward with the respective service deliverable to the Customer Project Manager, or Customer designee, for consideration.
- **Assessment of Service Deliverables**
The Customer representative will determine whether the service deliverable meets the requirements (as defined in this SOW) and that the service deliverable is complete. Additional work on, or changes to, an accepted service deliverable that are requested by the Customer will be managed through the Change Management Process.
- **Acceptance / Rejection**
After reviewing, the Customer will either accept the service deliverable (by signing and dating the Service Deliverable Acceptance Form) or will provide a written reason for rejecting it and will return the Service Deliverable Acceptance Form to the Microsoft team. If feedback from multiple Customer representatives is received, then the Customer Project Manager, or Customer designee, will consolidate that feedback before delivering it to the Microsoft team.
- **Correction of Service Deliverables**
Microsoft will correct in-scope problems found with the service deliverable and will address the correction of out-of-scope changes according to the Change Management Process. Microsoft will submit a schedule for making changes to the service deliverable within two (2) business days of receiving a rejected Service Deliverable Acceptance Form. Once Microsoft corrects all previously identified in-scope problems, the service deliverable will be deemed accepted.
- **Monitoring and Reporting**
The Microsoft project team will track service deliverable acceptance. Updates on service deliverable acceptance will be included in the status report and discussed in the status meeting. Service deliverable acceptance issues that cannot be resolved will be elevated to the Project Steering Committee.

Project Governance Approach

Communication Plan

A formal process will be employed to facilitate communication during the project. There will be two (2) key vehicles for providing this communication: a weekly status report and a monthly status meeting.

- The Microsoft Project Manager, working in conjunction with the Customer Project Manager, will compile status reports with the frequency defined above for distribution to both Customer and Microsoft management.
- Meetings will be held with the frequency defined above to review overall status, the project schedule, and open issues noted in the status report.

Issue/Risk Management Procedure

The following general procedure will be used to manage project issues and risks:

- Identify and document
- Assess impact and prioritize

- Assign responsibility
- Monitor and report progress
- Communicate issue resolution

A mutually agreed upon issue escalation process will be defined at the outset of the project.

Change Management Process

During the project, either party may request (in writing additions, deletions, or modifications to the services described in this SOW (“change”). We shall have no obligation to commence work in connection with any change until the estimated fee and schedule impact of the change is agreed upon in a written Change Request Form signed by the designated Project Managers from both parties.

Upon a request for a change, we shall submit the change on our standard change Request Form describing the change, including the estimated impact of the change on the project schedule, fees and expenses. The Change Management Process that will be employed is defined below. Both parties agree to follow this process and to use the Change Request Form.

- Identify and document
- Assess impact and prioritize
- Estimate required effort
- Approve / disapprove
- Assign responsibility
- Monitor and report progress
- Communicate change resolution.

Within three (3) consecutive business days of receipt of the proposed Change Request Form, you shall either indicate acceptance of the proposed change by signing the Change Request Form or advise us not to perform the change. If you advise us not to perform the change, then we shall proceed only with the original services. In the absence of your acceptance or rejection, we will not perform the proposed change.

Project Completion

The project will be considered complete, when any of the following are met:

1. All of the service deliverables identified within this SOW have been completed, delivered and accepted or deemed accepted, including approved Change Request Forms;
2. The fee provisions of the Work Order have been met; or
3. This agreement is terminated pursuant to the provisions of the agreement.

GENERAL CUSTOMER RESPONSIBILITIES AND PROJECT ASSUMPTIONS

General Customer Responsibilities

Our delivery of the services are dependent on your involvement in all aspects of the services, your ability to provide accurate and complete information as needed, your timely and effective completion of the responsibilities as identified herein, the accuracy and completeness of the Assumptions, and timely decisions and approvals by your management. In addition to any Customer activities identified in the Approach section, you will perform the tasks, furnish the personnel, provide the resources or undertake the responsibilities specified below.

- SBSC will perform the Project Management role for this project.
- SBSC will provide a technology lead for SCCM for the Microsoft personnel to gather information from and transfer knowledge to.
- SBSC will provide the Microsoft with an adequate working environment to perform their tasks
 - Desk space, power for consultant laptop,

In performing our services under this SOW and the applicable WO, we will rely upon any instructions, authorizations, approvals, or other information provided to us by your project Manager or by any other personnel identified by your Project Manager.

Project Assumptions

The Services, fees and delivery schedule for this project are based upon the following assumptions.

- Active Directory is in a healthy state
- Desktops and Servers are within 1 SP level of current released versions.
- No Windows NT Servers/Workstations or Windows 9(X) desktops will be managed by SCCM.
- Lab equipment will be made available to demonstrate role definitions, settings and workstation / server interaction.

Exhibits

1.1 Exhibit 1 Change Request Form

This Change Request Form to the Statement of Work (SOW) is made pursuant to the Work Order No. Click here and type the Work Order #, dated Click here and type the Work Order date, by and between Click here and type the Customer Name ("Customer", "you", "your") and Microsoft Corporation or its affiliate ("Microsoft", "us", "we", "our"). The terms of the SOW are incorporated herein by this reference.

Change Requested			
Project/Sub-project name	Click here and type.	Project area affected:	Click here and type.
Date initiated:	Click here and type.	Date required:	Click here and type.
Name of Requestor:	Click here and type.	Contact phone:	Click here and type.
Description of Change Request:	Click here and type the description		
Justification for Change Request:	Click here and type the reason		

Project Impacts

Tradeoff Matrix	Impact on Project
Scope:	Click here and type.
Resources:	Click here and type.
Schedule:	Click here and type.

Fee and Expense Impact

Resource	Time (hours)	Rate	Estimated Cost
Click here and type.			

Expense Description
Click here and type.
TOTAL ESTIMATED COST:
Click here and type.

Approver Comments

Click here and type.

Approve/Reject

Change Request Disposition:	<input type="checkbox"/> Approved	<input type="checkbox"/> Rejected
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Approvals

For Click here and type the Customer Name:

Click here and type the signer's name, Click here and type the signer's title	Date
--	------

For Microsoft Affiliate:

Click here and type the signer's name, Click here and type the signer's title	Date
--	------

For Internal Microsoft Use Only

SQA review required?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
* SBD review required?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

* SBD review might be required if an amendment to the Work Order and/or SOW is needed. A formal amendment to the Work Order and/or SOW is required if you have expressly identified specific terms and conditions in the Work Order and/or SOW that you are now changing. Contact your SBD Exec if you have questions or need help determining whether a formal amendment is needed.

1.2 Exhibit 2 Service Document Acceptance Form

Submitted to	Submitted by	Submission date	Acceptance deadline
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Note: The deliverable on this form must be reviewed by the client within five (or fewer) business days of its submission by the project team, and either accepted or rejected by the client. If the deliverable is not accepted or rejected within five business days of submission, the project team will consider the deliverable to be accepted by the client.

Deliverable Submission

Name	
Reference # (WBS #)	
Description	
Acceptance criteria	
Test results (only if applicable)	
Comments	

Deliverable Acceptance

Deliverable acceptance	<input type="checkbox"/> Accept Deliverable <input type="checkbox"/> Reject Deliverable with Reason
Date reviewed	
Name of acceptor	
Acceptor signature	

Conditions for Acceptance (if rejected)

Reason for rejection (if rejected)	
Conditions for acceptance	