Statement of Work Prepared for:

Cireson SM Stream Quick Start Implementation

2/7/2017 (v1.1)
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Table of Contents

Revision History

Version	Date	User	Status
0.1	10/26/2016	Billy Wilson	Initial Development
1.0	10/28/2016	Seth Coussens	Initial Submission for Customer Review
1.1	2/7/2017	Billy Wilson	Republish for expiration – no changes made
1.0	2/7/2017	Seth Coussens	Re-Submission for customer review

General Information

This Statement of Work ("SOW") is entered into between City of Ann Arbor ("Client") and Cireson LLC. ("Cireson"). The method of delivery for this SOW is a Time and Materials manner – Professional Services Hours.

Cireson Contact Information:

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Client Information:

Contact Name:	Jason McKinley
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Solution Overview

The Solution

Cireson will provide professional services in a Time and Materials manner to support the client in delivering a Quick Start implementation and integration of the Cireson Service Management Stream ("Cireson SM Stream") within an existing System Center 2012 Service Manager ("SCSM") environment.

The following represents the high-level requirements and objectives for this project as defined by the Client:

- Quick Start Implementation of the Cireson SM Stream
- Quick Start+ Integration of the Cireson SM Stream with existing ITSM Processes

All aspects of the project from the start to the end are represented based on best practices put forth by the Information Technology Infrastructure Library ("ITIL") and Microsoft Operations Framework ("MOF") and best practice approach surrounding the System Center Suite and Cireson Products.

Dependent Technologies

Microsoft System Center 2012 R2 Service Manager ("SCSM")
SCSM offers organizations an enterprise IT Service Management solution that is robust, scalable, and flexible. SCSM offers both an End User and Business Service centric approach to IT Service Management offering a multi-channel communication between End Users and IT Analysts, and a comprehensive solution for managing Incident Management, Problem Management, Service Request Fulfillment, Change and Release Management.

As it pertains to this engagement, SCSM will be one of the core components to the overall solution.

Cireson Service Management Stream
The Cireson Service Management Stream ("Cireson SM Stream") delivers an enhanced user experience for System Center 2012 Service Manager End Users, Analysts, and Administrators. The Cireson SM Stream includes the following applications:

- Cireson Self-Service and Analyst Portal
  - o Self-Service Portal
  - o Analyst Portal
  - o Knowledge Base
  - o Dashboards
  - o My Calendars

- Outlook Console
- Cireson Survey App
- Cireson Advanced Request Offerings
- Lync Integration
- SMA Connector

As it pertains to this engagement, the Cireson SM Stream will be one of the core components to the overall solution.

Project Scope, Assumptions, and Responsibilities

Project Scope – Technology and Process

Cireson will deploy the following in-scope items for each phase of the project:

Quick Start Implementation of the Cireson SM Stream
- Assist in identifying the appropriate infrastructure and architecture design necessary to accommodate a success implementation of Cireson SM Stream applications
- Implement the required Cireson SM Stream applications
- Basic configuration of the following Cireson SM Stream applications
    - Cireson Self-Service and Analyst Portal (HTML Knowledge, Dashboards)
        - Installation of Cireson Portal Site, CacheBuilder Service, Licensing Server and ServiceManagement Database
        - Configuration of site authentication and encryption method
        - Configuration of custom site theme and branding
        - Configuration of the following features:
            - Send E-mail
            - HTML Knowledge
            - Admin and Navigation Settings
    - Cireson Outlook Console (**up-to 5 clients**)
    - Cireson Survey App
    - Cireson Advanced Request Offerings
    - Cireson Lync Integration (**up-to 5 clients**)
    - Cireson SMA Connector (**configure up-to 2 basic Runbook Activities**)
- Cross-Training on the following Cireson SM Stream applications
    - Cireson Self-Service and Analyst Portal (HTML Knowledge, Dashboards)
        - General use and configuration around Service Catalog
        - Advanced configuration of Portal views
        - Advanced customization of Portal themes and branding

- Advanced customization of Portal work item forms
- Advanced customization of Portal tasks
- Advanced Survey Template Creation
- Advanced Request Offerings Creation
  - o Cireson Outlook Console
  - o Cireson Lync Integration

Quick Start Integration of the Cireson SM Stream with existing ITSM Processes

- Assess and plan the integration of the Cireson SM Stream with the following pre-existing ITSM Processes
  - o Incident and Problem Management
  - o Service Request Fulfillment, Service Catalog, and Knowledge Management
  - o Change and Release Management
  - o Service Portfolio and Configuration Management
- Develop the following Cireson SM Stream integrations
  - o View customizations (Cireson Portal)
  - o Forms customizations (Cireson Portal, Cireson Outlook Console)
  - o Task customizations (Cireson Portal)
  - o Cireson Survey App (up-to 2 templates)

Exclusions from Scope
1. Anything not specifically stated in the above Project Scope section of this document is outside the scope of this SOW.

Project 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. Fully functional SCSM environment
2. Full system access to infrastructure dedicated to the Cireson SM Stream applications
3. Full system access to the SCSM environment including:
   - o SCSM Administrator user role
   - o Local Administrator to all SCSM and Orchestrator Servers
   - o SysAdmin on each SQL Database instances
4. Full system access to client workstations that the Cireson Outlook Console and/or Cireson Lync Integration applications be loaded on

5. The scope, approach, and deliverables for this initiative are based on our current understanding of the work required to complete the objective.
6. Some unforeseen requirements discovered during the Envisioning and Planning phases may require additional effort not estimated in the original Statement of Work. Such additional effort will be estimated as Time and Materials and proposed to the Client's team as an addendum to the existing Statement of Work.
7. All work shall be scheduled and performed during normal Cireson business hours as reasonably possible (see Business Hours).
8. The Cireson team may perform portions of the work either onsite or offsite, depending on the nature of each task.
9. The total cost assumes that Cireson resources are reasonably used in a full time capacity. Significant schedule delays could impact the estimated hours provided.
10. Cireson shall not take responsibility for any errors, incompatibilities or defects in third party software or network devices. Any errors, incompatibilities, or defects in such software or devices may add time and cost to this project.
11. Unless specifically noted, Cireson does not guarantee compliance with Sarbanes-Oxley, HIPAA, or any other regulatory or industry documentation requirements.
12. Cireson is not responsible for delays, errors, or omissions caused or incurred by other parties. Such delays, errors, or omissions may increase the time and cost of the project.
13. Unless otherwise agreed to by Cireson, if the project start date is delayed or project canceled by the client for any reason within 14 days of the scheduled project start date the client will be responsible for any fees associated with changing travel arrangements as well as any lost productivity of the consultant (up to 40 hours of billable time). Total lost productivity will be determined by the number of hours the consultant would have been utilized within the engagement based on the current start date minus any utilization Cireson is able to assign to the consultant during the same period. Cireson will make a reasonable effort to assign billable utilization to the consultant in this scenario.
14. Some work items will be more accurately defined during the engagement. Should we encounter a deviation from the total estimated schedule or effort, as a result of the discovery, a change order will be presented for approval prior to commencement of the associated work.
15. The Client understands the success of this project is dependent upon the participation of internal Client staff, third party vendors, and equipment availability based on the procurement of hardware to facilitate project needs if required. Participation levels will be communicated during the engagement.
16. This SOW shall expire 60 days from the SOW date listed above unless executed by both parties.

17. Cireson will require administrator and or security officer level access to complete the tasks outlined in this SOW. In order to perform specific tasks required, Cireson will need direct access to the systems.
18. The Cireson team assumes that the Client will have the proper facilities, space, and hardware equipment to support the efforts of the joint project team. This may include all necessary hardware required for the installation and testing of each technology being designed.
19. The Client will review interim and final deliverables and report acceptance or discrepancy to the Cireson team within one week of submission of deliverables.
20. All professional project expenses will be reimbursed as incurred. Expenses include, but are not limited to, airfare, mileage, travel accommodations, shipping, document production, etc.
21. The Client will provide, unless otherwise agreed to in writing, all test cases, test data, procedures, and personnel needed to conduct the acceptance testing of the solution, including interfaces during the planning phase.
22. The Client will provide details of all relevant policies and standards which may have a bearing on the design, testing or implementation of any new technology.
23. Cireson employees will be "hands-on" working with the client's solution in each environment where the solution will be deployed.
24. No remediation or redesign/reconfiguration required for enterprise deployment.
25. Cireson will not be responsible for any major design issues, configuration issues, or health issues identified during the engagement pertaining to infrastructure or applications not directly developed or configured by Cireson. As an example, Cireson would not be responsible for any identified network configuration or health issues impacting connectivity or performance issues with the overall solution.
26. Client's infrastructure including, but not limited to; Windows Server(s), Hypervisors, Active Directory, DNS, DHCP or any system(s) and service(s) utilized in respect to the developing, developed or deployed solutions proposed in this Statement of Work is in a healthy, operable, working state as deemed by Cireson's technical staff in all Active Directory domains wherein the developing, developed or deployed solutions or technologies will be used within.

Customer Responsibilities

1. All system infrastructure required by the Cireson SM Stream applications will be procured by client
2. All database infrastructure required for Cireson SM Stream applications will be implemented and maintained by client
3. Client shall designate a representative to be the Client Primary Contact. This representative shall be the focal point for all communications relative to this project and shall have the authority to act on Client's behalf in matters regarding this project.

4. Client shall provide accurate information regarding network provisioning, TCP/IP settings, server hardware details, software versions, or regulatory requirements. Inaccurate information may add time and cost to the project.
5. Client shall grant Cireson adequate and reasonable access to their network, servers, and end-user's PCs where necessary. If such access requires authorization and provisioning, Client shall inform Cireson in advance.
6. Client shall provide adequate working space at Client's site for Cireson to work while on site.
7. Client shall provide Internet access to Cireson while on site.
8. Client is responsible for all appropriate back-ups.
9. Client shall assume all responsibility for site preparation, including space, cabling and electrical requirements.
10. Client's employees shall be made reasonably available to Cireson to answer questions and provide important information concerning the project (network design, existing Client processes, IP addresses, usernames and passwords, etc.). Client shall respond to such requests in a timely fashion or additional charges may apply.
11. Client shall ensure that Cireson is notified of any issues likely to impact this SOW.
12. Client shall provide or secure any specific skills, knowledge, and planning for each application that is within the scope of this project.
13. Client is responsible for providing client-owned or licensed copies of any client or third-party software that Cireson installs on the Client's behalf.
14. Client is responsible for having all hardware ready prior to Cireson coming onsite.

Staffing and Deliverables

Staffing

Key Cireson Roles

Role	Responsibilities
Cireson SCSM ITSM Consultant	• Work with engagement team to develop technical requirements, detailed technical designs and execution of implementation plans. • Verify system test plans and development strategies. • Participates in architectural design and implements said designs throughout the entirety of the project.
Cireson Consulting Services Team	• Provides general guidance on critical issues identified during envisioning, planning, development, stabilizing, and deployment phases in order to ensure proper development and alignment to the Microsoft System Center 2012 best practices.

Deliverables

Deliverable	Description
Quick Start Implementation of the Cireson Stream Apps	• Installation of the Cireson Stream Apps • Configuration of the Cireson Stream Apps • Cross-Training on general use cases within the Cireson Stream Apps
As Built Documentation	• As-built documents refer to the drawings, operational documents, maintenance manuals, data sheets and other documents that outline the solutions put in place by Cireson during the term of the engagement. In summary, these documents accurately record the details of all completed works.

Project Costs and Payment Terms

Activity Plan and Fee Schedule

The table below summarizes the phases, effort (by role), and investment (by role, and phase) planned for the completion of this engagement. Cireson shall provide Customer the services described above on a Time and Material manner basis.

Phase/Task	Objective	Estimated Hours	Rate per Hour	Amount
Project Kickoff				
	Entire Project	1	$275	$225
Phase 1: Envisioning				
	Cireson Portal Implementation	1	$275	$225
	Cireson Portal Integration within ITSM Processes	2	$275	$550
Phase 2: Planning				
	Cireson Portal Implementation	2	$275	$550
	Cireson Portal Integration within ITSM Processes	4	$275	$1100
Phase 3: Agile Development Cycle				
	Cireson Portal Implementation	6	$275	$1,650
	Cireson Portal Integration within ITSM Processes	16	$275	$4,400
Phase 4: Deployment				
	Entire Project	8	$275	$2,200
Total		40		$10,900

Business Hours

Normal **onsite** business hours are Monday through Thursday 8:00 AM – 6:00 PM local time. Normal **offsite** business hours are Monday through Friday 8:00 AM – 4:00 PM local time. All Holidays observed by Cireson are excluded.

Travel and Living Expenses

Below represents the total number of Onsite trips, hotel nights, and car rental days estimated for this project: Travel expenses are included in the total cost shown in the Professional Service Fees section.

Project Week	Onsite\Offsite	Trips	Hotel Nights	Car Rental (Y/N)
Week 1	Onsite	1	4	Y
TOTAL		0	0	0

Reasonable and customary travel and living expenses are not included in the Fee Schedule. All non-food items shall be invoiced at actual cost. This includes economy airfare, lodging, rental car, gasoline, parking, etc. Food costs will be charged at a rate of less than or equal to $50.00 per day for each Cireson representative for every day in which onsite work is performed and/or a hotel stay is incurred. The customer will be provided with all receipts for expenses incurred and billed for actuals.

Terms

- On-Site Travel requires a minimum of 40 hours per week scheduled in advance for travel request approval.
- Services performed under this SOW shall be invoiced twice monthly and payable with NET 30 terms.
- The estimates above are exclusive of applicable taxes
- The above totals represent Cireson's commercially reasonable efforts to accurately determine the labor required to perform the defined project.
- The project will be billed on Time & Materials. Throughout the life cycle of the project additional effort may be identified to complete project objectives. The Cireson team will communicate the need for additional effort for such objectives, as they are identified, and the Change Request process will be followed (see *Change Requests*).
- The rates quoted above are for work done during normal business hours (see *Business Hours*). Any work required to be done during off-hours will be billed an additional $100\hr.
- Unless otherwise agreed to by Cireson, if the project start date is delayed or project canceled by the client for any reason within 14 days of the scheduled project start date the client will be

responsible for any fees associated with changing travel arrangements as well as any lost productivity of the consultant (up to 40 hours of billable time). Total lost productivity will be determined by the number of hours the consultant would have been utilized within the engagement based on the current start date minus any utilization Cireson is able to assign to the consultant during the same period. Cireson will make a reasonable effort to assign billable utilization to the consultant in this scenario.

Change Requests

The fees and estimated hours quoted are based on Cireson executing the required tasks on a specific schedule. Any deviation from this scope or schedule could result in corresponding changes to the estimated price, estimated dates, responsibilities, or other provisions of the project. Changes will be accommodated with a Change Request Form or a separate SOW as deemed appropriate by both parties.

Approvals

Both parties warrant and represent that they have authority to execute this SOW on behalf of their companies and bind them to the obligations stated within.

Cireson   **City of Ann Arbor**

BY: _____   BY: _____

     (Authorized Signature)   (Authorized Signature)

PRINT: _____   PRINT: _____

TITLE: _____   TITLE: _____

DATE: _____   DATE: _____

Please acknowledge acceptance of this with signature above.

Email or deliver this signed document to:

Contact Name:	Justin Roux
Street Address	3960 W. Point Loma Blvd, #H290
City, State, Zip:	San Diego, CA 92110
E-Mail Address:	Justin.Roux@cireson.com
Phone #:	(813) 230-4770