CISILION

Modern Device Management

Proof of Concept

Statement of Works

REF: TBC

Version: 1.0

dd/mm/yyyy

Microsoft Partner

Gold Security
Gold Messaging
Gold Cloud Platform
Gold Communications
Gold Cloud Productivity
Gold Windows and Devices
Gold Collaboration and Content
Gold Enterprise Mobility Management

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1. Document Control Information

1.1 Version Control

Document Version	Revision Date	Author	Revision Summary	Distribution List(s)
1.0	03/05/2022	Samuel Baxter	First Release	

1.2 Distribution List

Name	Company	Contact Details	Project Responsibility	Review		
				A	B	C

Key: A = Draft; B = General release issue; C = For information purposes

1.3 Disclaimer

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All changes to this scope of works will be managed by mutual change control as part of the project management governance process.

Cisilion Limited is registered in England under company number 3902228.
Registered office: Cisilion House, Guildford Road, Leatherhead KT22 9UT.

1.4 Validity

This Scope of Work (SoW) will be issued to the named recipient(s), on or before dd/mm/yyyy and is valid for acceptance for no longer than 30 days from date of issue.

Unless otherwise stated, this offer is based on our Cisilion Standard Terms and Conditions.

2. Management Summary

Cisilion will work with Customer to build out and deliver a Proof of Concept (PoC) deployment for Microsoft Intune with AutoPilot as part of a Modern Cloud Management environment. This document will outline the scope and deliverables of this work.

2.1 Project Overview

This Statement of Works looks to build out a PoC for the cloud management of devices through Intune and Autopilot. This PoC will deliver design and implementation of a group of devices (approximately 5 devices) that will be cloud managed. These devices will then be tested as per the to-be-defined success criteria. Cisilion's recommended testing includes:

- Autopilot Provisioning
- Autopilot Reset
- Application Deployment (App restrictions apply)
- Device Configuration Policies
- Compliance Polices
- Windows Update Management
- Mobile Application Management (MAM) Policies

This SoW will consist of multiple phases:

- Design & Envisioning Workshop
- Deployment & Strategy Design
- Pilot Deployment & User Acceptance Testing
- UAT feedback and planning for wider deployment

2.2 Project Objectives

The Intune & Autopilot PoC service is a combination of multiple service modules including interactive knowledge sharing sessions, information gathering & design sessions.

The following On-site\Remote knowledge sharing interactive sessions will include:

Ref	Objectives
OBJ1	**Envisioning & Design Workshop** – This session will be used to fully define the scope of works and success criteria. The information shared in this session will be used to build the Design and Strategy Document.
OBJ2	**Design & Strategy Document** – This document, which defines the design elements and deployment strategy for the pilot, will be shared with Customer for approval.
OBJ3	**Pilot Deployment** – Tenant configuration based on signed off design and enrolment & configuration of pilot devices
OBJ4	**UAT & Next Steps –** Gather and use data through UAT to discuss what the wider Intune & Autopilot deployment would look like

Following the signing of the statement of works and receipt of the purchase order, Cisilion and Customer will agree on a suitable date for the project commencement.

3. Project Activities and Scope

The following scope is defined for the Services provided under this Statement of Work:

Customer Variables	In Scope	Out of Scope
Organisation	Customer Environment: xxxx@onmicrosoft.com	All other Organisations
Infrastructure Configuration	Configuration of Microsoft Endpoint Manager for Intune & Autopilot as per defined design.	Any configuration required outside of Microsoft Endpoint Manager. E.g. implementation of AAD (AAD Connect etc)
Devices	Enrolment of existing customer devices for pilot	Providing devices for pilot (unless purchased through Cisilion for the pilot)
Licensing	Any licenses procured through Cisilion as part of this project	Anything else not agreed.

3.1 Work Plan for the Services

The section below provides a detailed view of all activities to be completed during the Windows 11 Pilot..

3.1.1 Envisioning & Design Workshop

Inclusions	Cisilion consultants will conduct the Envisioning & Design workshop and produce a Design and Strategy Document. The workshop will introduce/explore the following:
	• Prerequisite checklist
	• Current endpoint management infrastructure (GPO/3rd party app)
	• Autopilot Preprovisioning
	• Microsoft Endpoint Manager
	• Considerations for Hybrid Identity (AADJ/HAADJ)
	• Device compliance & remote device wiping (Autopilot Reset)
	• Mobile Application Management Policies (BYOD)
	• Windows Update Policies
	• Application Lifecycle (limited to 1 intune compatible Line-of-Business application and 2 apps from either the App Store or Microsoft 365 Apps)
	• Endpoint Analytics
	• Policy Sets

	• Endpoint Security • Strategy for pilot group • Defining success criteria of pilot group
Exclusions	All work not identified in the Inclusions, for example: • Updating infrastructure to implement/support Endpoint Analytics (i.e. SCCM Tenant Attach) • Azure Virtual Desktop/Windows 365
Key Stakeholders	• IT Manager/Budget Holder • Infrastructure Architect
Dependencies/ Assumptions /Key information	• [Customer] should be able to provide additional background information and/or clarification as required • [Customer] shall provide key stakeholders contact information. • [Customer] shall schedule a suitable time slot for the workshops. • [Customer] shall ensure attendance of key stakeholders.
Deliverables	• Agreed Scope from Customer & Cisilion • Envision and Discovery workshop • Design & Strategy document

3.1.2 Intune & Autopilot Pilot

Inclusions	Cisilion consultants will conduct the deployment phase • As per signed off Design & Strategy document
Exclusions	All work not identified in the Inclusions, for example: • Any change to infrastructure such as upgrading Configuration Manager
Key Stakeholders	• IT Manager/Budget Holder • Infrastructure Architect • Operations Manager
Dependencies/ Assumptions /Key information	• [Customer] shall provide key stakeholders contact information. • [Customer] shall schedule a suitable time slot for the workshops. • [Customer] shall ensure attendance of key stakeholders.
Deliverables	• Implemented Intune & Autopilot pilot

3.1.3 Testing & Next steps

Inclusions	<mark>Customer</mark> will gather UAT information from pilot group and provide their findings back to Cisilion <mark>Customer</mark> & Cisilion to hold a workshop at the end of the project to discuss UAT feedback and talk about next steps for wider deployment of Intune & Autopilot.
Exclusions	All work not identified in the Inclusions
Key Stakeholders	• IT Manager/Budget Holder • Infrastructure Architect • Business Stakeholders • Operations Manager
Dependencies/ Assumptions /Key information	• <mark>[Customer]</mark> shall provide key stakeholders contact information. • <mark>[Customer]</mark> shall schedule a suitable time slot for the workshops. • <mark>[Customer]</mark> shall ensure attendance of key stakeholders.
Deliverables	• Customer feedback & UAT Sign off Report (.pdf) • Wider discussion around the success of the PoC and what needs to be added to make this production-ready for the wider business

4. Deliverables

The following deliverables are considered as a part of this Scope of Work.

4.1.1 Deliverables and Acceptance Criteria

The Customer technical project sponsor will be responsible for agreeing that described acceptance criteria have been met. Specific acceptance criteria for the project deliverables are described as follows:

Ref	Deliverable	Acceptance Criteria	Acceptor
1	Scoping & Discovery (Readiness Report)	Playback and report	Cisilion/Customer
2	Design & Strategy Document	Playback and report	Cisilion/Customer
3	Intune & Autopilot Pilot	Playback and report	Cisilion/Customer
4	UAT & Next Steps	Playback and report	Cisilion/Customer

4.1.2 Responsibility Matrix

This matrix should be used to define responsibilities for all known activities, assumptions and provision of other materials or 3rd party vendors

Item	Customer	Cisilion
Project Plan Production	X	X
Migration Planning	X	X
Communications and scheduling with business owners	X	X
Conducting remediation at a Windows Server OS or application level	X	N/A
System Testing Plan	X	X
System Acceptance Testing	X	N/A
Handover Documentation		X

Project Sign Off	X	X
Management of customer 3rd parties	X	
Management of supplier 3rd parties	X	
Supply of additional equipment, licences that may be required	N/A	N/A
Access to resource to enable the activities defined in this Scope of Works to be performed	X	
Notification of regulations that Cisilion may be required to work under	X	
Notification of any special access requirements for accessing the customer's environment.	X	X
Single point of contact for project related issues	X	X
Notification of change in scope.	X	
Coordination & Communication with all other customer vendors	X	X

4.1.3 Customer Obligations

Customer agrees that the successful performance of this SoW by Cisilion depends upon their complying with the following obligations:

1. Cisilion consultants are provided access to:
   a. Customer technical staff and key stakeholders for this project.
   b. Customer Administration access to required Azure services
2. Customer is committed to:
   a. Ensure quick turn-around times on queries.
   b. Meeting attendance.
   c. Scope change management process.
   d. Managing any interdependencies with other projects.
   e. Providing all required information and accurately identifying design and project constraints.
   f. Designating a backup when the primary Customer PM is not available.
   g. Providing feedback on the project deliverables as part of close down/sign off.
3. To allow Cisilion consultants to use Customer's name in any engagement with third parties for this SoW but only after having identified to Customer the vendor and the precise purpose for which Customer's name is to be used and gained written approval from the Project Sponsor (Customer Technology Sponsor). If a Letter of Authority is required this will be discussed directly

by Customer with the vendor and then provided directly by Customer to the Vendor, covering the appropriate terms of reference, Security requirements and Confidentiality, particularly as commercial vendors will be used.

4. Providing a single point of contact to whom all Cisilion communications may be addressed and who has the authority to act on all aspects of the services. Including any undertaking to guarantee a continuous supply of any relevant resource and information required to fulfil Customer's obligations under this SoW.

5. Requirements for change to the project scope will be communicated to the Cisilion Project Manager or assigned Project Coordinator.

6. Providing Cisilion with a copy of their health and safety policy before any site activity taking place and notify Cisilion of any Personal Protective Equipment (PPE) required at least five (5) business days before any relevant site activity. Customer must provide a single point of contact for any health and safety issues related to the individual site(s).

4.1.4 Governance

4.1.4.1 Scope Change

If Customer wishes Cisilion to undertake work not included in this Scope Definition, the Scope Change Management Process can be invoked, as per the Cisilion Terms and Conditions and only after written consent from the Customer's project stakeholder/lead.

It may become necessary to amend this SoW for reasons including, but not limited to, the following:

- Changes to the scope of work and/or specifications for the Services or deliverables
- Changes to the project schedule
- Non-availability of resources which are beyond either party's control
- The inability of external vendors to provide a functionally suitable product
- Information that was not known at negotiation and creation of this statement of work comes to light which if known would have affected the quotation
- Environmental or architectural impediments not previously identified
- Customer obligations not being met
- Delays to the project schedule beyond Cisilion's control.

A Change Request may be initiated by either party for any material changes to the SoW.

4.1.4.2 Change Management Process

A Change Request can be initiated by either party for any material changes to the SoW.

The Cisilion delivery consultant will prepare a change request document, describing the nature of the change, the reason for the change, and the effect of the change on the SoW, which may include changes to the project schedule, price and/or deliverables. Project Managers will review the proposed change. The parties will evaluate the Change Request and negotiate in good faith the changes to the Services and the additional charges if any are required to implement the Change Request. If both parties agree to implement the Change Request, the appropriate authorized representatives of the parties will sign

the Change Request, indicating the acceptance of the changes by the parties before the change request being executed.

Customer acknowledges that change requests will have an impact on the project price and schedule. This includes both the impact of performing the change request evaluation and the impact of the change request implementation.

4.1.4.3   Change Approval Process

Customer's Technology Officer will be the authorised representative for approving changes to this SoW.

The Cisilion solution architect will be designated as the authorised Cisilion representative for approving changes to this SoW.

4.1.4.4   Project Reporting

Review sessions (if required) will be held to ensure the project deliverables are met on time, as listed in the latest mutually accepted project plan for the project.

- Review sessions will be held as agreed to assess the project progress.
- Review sessions will be attended by Customer's Project Manager and the Cisilion Project Manager
- The review session will also review:
    - any required changes to this SoW
    - general progress and acceptance of the activity undertaken by Cisilion

Review sessions will be delivered in a form of telephone/conference calls or face to face meetings as appropriate.

4.1.4.5 Communication and Reporting

Communication and Reporting related to this project will follow the communications plan below.

Audience Groups:

➢ All – everyone associated with the project

➢ Executive Sponsors – Customer and Cisilion executive representative

➢ **Project Champion (User /   Technical)**

➢ Core Project Team – those involved in the day to day project activities

➢ Super Users – those involved with UAT and initial training (if required)

Activity	Format	Vehicle	Responsibility	Audience	Frequency
Kick-off meeting	Teams	Teams	Cisilion	Project Team	Once
Kick-off meeting minutes	Word	Email	Cisilion	Project Team	Once
Status Update Meetings	Teams\Emails	Teams\Emails	Cisilion / Customer	Project Team	As needed
SOW	PDF	Email	Cisilion	Project Team	Once
Design & Strategy Document	Word	Email	Cisilion / Customer	Project Team	Once
Final Documentation	Word\PDF	Email	Cisilion	Project Team	Once
Lessons Learned & Next steps Meeting	Teams	Teams	Cisilion / Customer	Project Team	Once
Closure	Word	Email	Cisilion / Customer	Project Team, Executive Sponsor	Once

5. Sign off

If you wish to proceed with this SoW then please complete the section below and return to <mark>Name of Customer Representative at Cisilion.</mark>

I ....……………………,

Agree with the proposed scope of work specified in this document on behalf of Customer.

Quote Number:	Title:
Purchase Order Number / Ref:	Signature:
Microsoft Tennant ID: xxx.onmicrosoft.com	Date: