devoteam

Azure Enterprise Cloud Foundation

Statement of work

Creative tech for Better Change

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devoteam

SUMMARY

1. Azure Enterprise Cloud Foundation

Objective

Establish an Enterprise ready cloud foundation with the necessary controls that combines architecture governance, management, security and compliance with the benefits of the cloud. This includes establishing Landing Zones and a deployment pipeline in Azure that enables the move and operations of The customer's IT portfolio.

With the delivery of the asset THE CUSTOMER will get access to Devoteam Cloudify's predefined set of design decisions, policies, blueprints and landing zone to ensure a proper implementation of the necessary components to start using Azure in a controlled and secure manner.

Scope

In Scope:

- Establish core governance principles and controls within the following areas
  - Cost management
    - Assess current cost management process
    - Build tagging mechanism that supports businesses mandatory tags
    - Establish cost management process and structure
    - Enforce audit/deny policy on agreed costly resources.
    - Monitor policy violation on creating costly resources and azure advisor.
    - Rightsizing
  - Security baseline
    - Enforce security policies.
    - RBAC implementation
    - Management group design and implementation.
    - Subscription structure.
    - Utilize Security Center
    - NSG change monitoring
    - SIEM integration
    - Aligned with ISMS policies and procedures, incl IT auditing (EY)
    - Review existing vulnerability/risk assessment report as input to design process
  - Identity baseline
    - Design and implement PIM

        - Conditional access policies (MFA, etc)
        - Role based access control
        - Breakglass account design
        - Monitoring
    - Resource consistency
        - Enforce azure policies to enforce requirements.
    - Deployment consistency
        - Infrastructure as code principle where possible.

- Establish Initial landing zone hybrid connectivity
    - Hub – Spoke topology
    - Virtual WAN
    - Network
    - Hybrid connectivity
    - Establish logging and monitoring
    - Virtual Machine setup principles

- Manage
    - Inventory & Visibility
        - Monitor health of Azure Services
        - Log centralization
        - Monitoring centralization
        - Virtual machine inventory and change tracking
        - Subscription Monitoring
        - Guest OS monitoring
        - Network monitoring
    - Operational Compliance
        - Patch management
        - Policy enforcement
        - Environment configuration
        - Resource Configuration
    - Protect & Recover
        - Protect data
        - Protect environment
        - Anti-virus and Malware protection (Server side)
    - Platform Operations
        - Bastion / Jumphost solution
- Knowledge transfer throughout the project
    - Knowledge transfer will be provided through collaboration and workshops.
    - Content is specific to The customer's environment and configuration, targeted towards staff with appropriate technical/operational knowledge of the related technologies.

Outside of Scope:

- Identity and access management solution and management design other than aligning cloud provider identity and access mechanism with existing IAM solution at the customer.
- On-premise/hosted (non-Azure) configuration of infrastructure and components
- Azure fundamentals specific training of resources
- IT fundamentals specific training of resources
- Application specific operation guidance

Schedule

The following table depicts the tentative sprintplan for the delivery

Sprint	Milestone

0	• Project kick-off
	• Assessment of current Azure implementations and structures
	• Harvesting of requirements
	  ○ Operations
	  ○ Security
	  ○ Infrastructure
	  ○ Applications
	  ○ Cost
	• Create and update testplan
	• Sprint plan update according to findings and focus areas

1	• Design decision workshops
	  ○ Governance
	  ○ Cost management
	  ○ Security
	• Update templates and deployments with decisions and adjustments

2	• Design decision workshops
	  ○ Access control and PIM
	  ○ Networking and network security
	• Update templates and deployments with decisions and adjustments

3	• Update design for landing-zone deployment • Deploy and establish policy and governance structures • Deploy and establish landing zone for hybrid connectivity
4	• Testing and validation(contingency)
5	• Testing and validation(contingency)

Deliverables

The supplier shall during the project phases deliver the following:

Deliverable	Comment
Architecture and systems drawings/diagrams	
Updated Sprint iteration plan	Plan that shows the updated goals and milestones for upcoming sprints
Operational guide	Operations guide for components implemented for Foundation and Landing Zone
Landing zone ready for production workloads	First iteration for dev/test, multi-region DR support for relevant workloads
Foundation implementation that meet The customer's security and compliance requirements	According to regulatory requirements and standards
Documented architecture and design decisions	Architecture is documented in Word Design decisions is documented in Excel
Monitoring and Reporting is automated and integrated in ITSM processes	Primarily ticketing integration
Mapping of Security Controls to Policy	Azure Policy mapping to security and compliance controls
Testplan	

Assumptions and prerequisites

The following are assumptions and prerequisites to meet the migration project objectives in time, budget and quality terms:

- Internal resources and 3rd party **consultants** adhere to planned schedule and availability
- Effective escalation and decision making by relevant roles if critical issues or blockers occur
- Sufficient documentation provided by customer and 3rd parties
- Native tooling will be assessed as preferred alternative

Completion criteria

The supplier shall have fulfilled its obligations when:

- Activities and deliverables described within this SOW are delivered
- No remaining major issues or faults (A-level/high business impact)
- Less than three B-level issues remain, and a viable plan for remedy is agreed
- Technology has the competency and ownership necessary to operate, maintain and develop efficiently
- Landing zone available for first production workload

Change management

Changes or additions to the agreed deliverables shall be agreed in writing. The Consultant shall maintain a directory of such changes on an ongoing basis, which directory shall form a separate appendix, and shall without undue delay provide the Customer with an updated copy thereof. For all changes and amendments, the consequences shall be evaluated in terms of time, cost and quality. This to ensure that the parties agree on this.