APPENDIX D

SAMPLE STATEMENT OF WORK (SOW)

FOR

CLOUD ASSESSMENT SERVICES

Engagement Name

DIR Customer Name

DATE

1 Introduction

Describe the cloud assessment services to be delivered to [*Department/Agency]* with regard to [*Application Name(s)]* and the characteristics of the possible associated cloud services at a summary level. The statement of work (SOW) is unique and distinct for each engagement.

2 Background

The [*Department/Agency]* seeks an assessment of its application needs for a match or fit to possible cloud services and cloud services providers [*Explain customer business problem or reason for seeking cloud services including HB2422, 83R Legislative Session, as appropriate]*. Provide useful information regarding the Customer organization, engagement history, future plans or any other relevant information regarding the matching of agency needs and capabilities to services to be recommended.

3 Scope

The goal of this SOW is to provide [*Department/Agency]* with an understanding of its capabilities to take advantage of rapidly developing offerings and changing pricing models in Cloud Services, what cloud services may be appropriate for satisfying the agency's needs, or both. The scope focuses on offering assessment of [*type of cloud service e.g., IAAS, PAAS, Cloud Broker]* for the following activities:

- *List all application activities requiring cloud computing services assessment, e.g., online licensing form submission, internal document sharing, etc.] , and/or*
- *List of functions to be assessed for capacity to implement and utilize defined cloud services, and/or*
- *List of existing cloud services that may be in scope.*

Sample Content

3.1 Engagement Based Services

- Scope of work
- Engagement risks, assumptions and constraints
- Roles and responsibilities
- Detailed description of service
- Acceptance criteria
- Engagement completion criteria
- Engagement schedules to be achieved by vendor

3.2 Cloud Computing Services and Capabilities

The requirements focus on *[type of cloud service offering]* and are divided into the following categories:

- General Cloud Computing Requirements – specifies general requirements for cloud services
- Common Technical Requirements – specifies the technical requirements for enabling *[type of cloud service*] offering
- Specific Application Technical Requirements – specifies the requirements for service offerings described in SOW

NOTE: if agency is considering a migration of existing application(s) to cloud computing services, use the following tables to describe the components of the existing solution.

The ***[****Department/Agency]* retains ownership of any user created/loaded data and application(s) hosted on vendor's infrastructure, and maintains right to request full copies of these at any time. Vendor must return all of ***[****Department/Agency]* data and applications and may not retain any copies.

3.2.1 General Cloud Computing Requirements

The Vendor shall provide an assessment of cloud computing services that align to the following general cloud computing requirements as described in Table 1 below. The assessment shall include:

1) a determination of whether cloud computing services are a viable option to fulfill the requirement(s),
2) optional cloud computing services and cloud computing service providers that fulfill the requirement(s),
3) risks and benefits of the cloud computing service option(s) and cloud computing service provider option(s),
4) comparisons of options provided, including cloud computing services and cloud computing service providers,
5) application- or requirement-specific cloud computing services deployment or migration considerations

[Agency should specify requirements such as: operating system, memory, storage, VPN, WAN, Processing speed, other software or software licenses required, additional services required such as active directory support, backups, and recovery services.]

Table 1: General Cloud Computing Requirement - Include as applicable; add others as needed.

Service Feature	Definition	General Requirement

3.2.2. Common Technical Requirements

The Vendor shall provide an assessment of cloud computing services that aligns to the following technical requirements as described in Tables 2-6 below. (List provided is not all inclusive)

Table 2: Common Technical Requirements – **Service Managing and Provisioning needs and capabilities**
Include as applicable; add others as needed.

Service Feature	List of Requirements	Capability Assessment
Service Provisioning		
Service Level Agreement Management		
Operational Management		
Disaster Recovery		
Continuity of Operations		
Data Management		

Table 3: Common Technical Requirements – **User/Admin/Cloud Broker Portal Requirements** Include as applicable; add others as needed.

Service Feature	List of Requirements	Capability Assessment
Order Management		
Billing/Invoice Tracking		
Utilization Monitoring		
Incident Management		
User Profile Management		

Table 4: Common Technical Requirements – **Integration Requirements**
Include as applicable; add others as needed. Customers should include third-party or custom software that require specific integration, operating system or platform requirements.

Service Feature	List of Requirements	Capability Assessment
Application Programming Interfaces (APIs)		
Customer Provided Software		

Table 5: Common Technical Requirements – **Data Center Facilities Requirements**
Include as applicable; add others as needed.

Service Feature	List of Requirements	Capability Assessment
Internet Access		
Firewalls		
LAN/WAN		
Location		

Table 6: Common Technical Requirements – **Compliance & Standards Requirements**
Include as applicable; add others as needed.

Service Feature	List of Requirements	Capability Assessment
Accessibility		
Security		
Privacy		

3.2.2 Specific Application Technical Requirements

The Vendor shall provide an assessment of cloud computing services that aligns to the following technical requirements as described in Table 7 below, and provides agency capability gaps where indicated. (List provided is not all inclusive)

Table 7: Specific Application Technical Requirements - Include as applicable; add others as needed.

Service Feature	General Requirement	Capability Assessment
Storage		
Bandwidth tiers		
Virtual Machine		
Bundling Options		

4 Services

4.1 Sample Content

(Example – at a minimum, Customers should consider the following items when developing their SOW)

- Services must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) by the Customer contract manager or designate.
- All services must be submitted in a format approved by the Customer contract manager.
- If the services cannot be provided within the scheduled time frame, the Vendor is required to contact the Customer contract manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall engagement.
- A request for a revised schedule must be reviewed and approved by the Customer contract manager before placed in effect. Contract Terms and Conditions may dictate penalties, costs, and other actions based on the facts related to the request for a revised schedule.

5 Reports

5.1 Sample Content

(Example – at a minimum, Customers should consider the following items when developing their SOW)

Cloud Assessment vendors can provide standard reports and may provide some custom reports. Customers should discuss their reporting requirements with the vendor prior to executing a purchase order. Table 8 contains a list of sample report deliverables that vendors may provide.

Table 8 – Sample Report Deliverables - Include as applicable; add others as needed.

Report Deliverable	Description
Risk Assessment	Identification of risks associated with moving applications and data to the Cloud
Cost/Benefit Analysis	Cost of hosting data in-house or in a type of Cloud environment
High Level Cloud Requirements	Technological requirements that will be required if moving data from an in-house environment to the Cloud
Best Candidates to Move to the Cloud	Identification of best applications and/or data sets to review for the move to the Cloud
Cloud Services Solutions	Side-by-side comparison showing how multiple cloud service providers' solutions will map to the requirements in the areas of service levels, location, memory, network, security, storage, operating system and database requirements, provisioning time and support
Architecture Planning Proposal	Describes one or more approaches to moving recommended applications to the cloud, including analysis of storage, memory, processor, VPN and WAN bandwidth requirements
Final Recommendations	Overall recommendations and strategies of how/if to proceed to moving to the Cloud

6 Service Levels Assessment

Cloud service levels vary from one cloud service provider to another or one cloud service to another. Customers should discuss their service level requirements with the vendor prior to executing a purchase order. Requirements should include the analysis of agency needs to Service offerings for any considered cloud services. Examples of service levels to be considered include:

- Security (as defined by customer)
- Quality (as defined by customer)
- Availability (data, system, and components)
- Performance (transmission, response, or completion times)
- Meantime to Resolution (MTR)

- Incident Notification and Response
- Business Continuity
- ISO/ANSI Standards
- IEEE standards
- Reliability
- Previous System or Service Retired on Time
- Financial incentives/commitments

7 Period of Performance

Specify the period of performance in which the Vendor will conduct and complete the work associated with the SOW.

8 Invoices

Describe the Vendor's responsibilities for invoicing Customer including invoice content, frequency/schedule and instructions for submitting invoices. Payments will be made in accordance with Appendix A of the Contract.

9 Additional Customer Terms and Conditions

List any additional terms and conditions required by the Customer. Customers may negotiate the terms and conditions of a SOW to suit their business needs so long as the SOW terms and conditions do not conflict or weaken the DIR master contract.

10 Vendor Response

10.1 Sample Content

(Example – at a minimum, Customers should consider the following items when developing their SOW)

- All responses to this SOW must be phrased in terms and language that can be easily understood by non-technical personnel (e.g., laypersons without subject matter expertise)
- All documents must be in formats (hard copy and electronic) as specified by the Customer - at a minimum, the formats must be in industry accepted standards (e.g., MS Word, MS PowerPoint, MS Project).
- The Vendor must demonstrate its knowledge and expertise related to the services in this SOW.
    - Outline of capability to deliver the required services, including process, functional and technical expertise
    - Engagement plans for services or transition
    - Agreed on SOW for services

11 Pricing

The main purpose of this section is to detail the pricing for the cloud services. Vendors should also provide a summary of any assumptions and exclusions.

Sample Pricing Sheet

Service Description	Price

12 Response Submission Requirements

12.1 Sample Content

- SOW schedule of events: deadline for questions, deadline for answering questions, response due date
- Address for response submission
- Number of copies
- Mandatory response contents