



Professional Services Agreement

cb20 proposes the following Systems Engineering Services to the Customer. Except as otherwise set forth herein, this Order and the products and/or services listed herein are governed by the cb20 Master Services Agreement available at <https://www.cb20.com/legal> (the "MSA") By executing and submitting this Order, customer expressly agrees to the MSA.

Executive Overview

A Customer would like to investigate the viability of using the Windows 10 Virtual Desktop (WVD) to enable employees to work securely and productively from home and possibly while on premises.

cb20 will provide the following services to establish a platform in Azure on which the Customer can test applications. cb20 will conduct a planning discussion, establish the tenant and setup the WVD environment. The Customer staff will have access to install and test the applications. Meanwhile, cb20 can work with the Customer to set up a VPN connection to Azure and test MFA.

Once the testing is successful cb20 will work with the Customer to determine next steps.

Project Goals

cb20 will work with the Customer to:

- Plan the WVD configuration
- Configure the tenant and establish the WVD environment
- Allow the Customer to install and test applications
- Build out the secure VPN connection
- Determine next steps after successful testing

Project Deliverables

Planning and Project Coordination:

- Review project scope and project goals
- Review any licensing requirements for this project
- Review access requirements for the cb20 engineer
- Review acceptable down time periods (if required)
- Review requirements
- Review cb20 and the Customer responsibilities
- Determine project timeline
 - cb20 will drive toward a one-month timeline to minimize the Azure Investment during the Pilot
- Outline method and schedule for providing project updates
- Provide project updates per schedule



Implementation and testing:

- Review configuration requirements
 - Review user access requirements
- Review multi-factor authentication requirements
 - Review Office 365/Microsoft 365 licensing
 - Review existing Firewall configuration
- Determine what security will be required in Azure
 - During POC and Post POC
- Develop and implement Azure configuration
 - Windows DC and file storage
 - WVD Configuration
 - Security configuration
- Application load and testing
 - the Customer will load and test applications
 - cb20 will support the the Customer staff during this phase
- Secure connectivity
 - cb20 will utilize Azure VPN unless otherwise required.
- Complete testing

Next Steps:

- cb20 will discuss next steps with the Customer for finalizing the configuration once testing is complete
- cb20 will review the documentation with the Customer IT staff

Customer Requirements

- Customer agrees to have maintenance/support on any application impacted by this project and will be prepared to provide contact and account information as needed.
- Customer agrees to provide VPN/remote access credentials for the environment for remote work, and timely access to equipment for onsite work.
- Customer agrees to adhere to the schedule outlined in the project meetings and to complete customer required tasks in the timelines provided.
- the Customer will cover the Azure spend of approximately \$300-350/month during the testing phase. cb20 suggest dedicating the resource to complete the project in one month to limit the Azure investment.

Note: These requirements are intended to communicate steps to be taken to enable cb20 to work efficiently. If these requirements are not addressed, a change order and additional time may be required.



Changes in Scope

- Changes to the project scope will be communicated in writing (email is acceptable).
- Changes and estimates will be approved before work continues.
- cb20 will not exceed the estimate by more than 10% without an approved change order.

Professional Services Rate

- cb20 will provide the services outlined above for \$3,500

Project Services Commencement Approval

Acceptance of this agreement authorizes the cb20 Engineer(s) to complete the work specified above. In the event work is required outside the above scope, a change order will be required.

The Information and pricing contained in this document are valid for 30 days from the date below.

I agree to these terms and conditions.

Customer

Date