Microsoft SCEM 40-Hour Quick Start Statement of Work

Client:	<Client-full>
Perform Location:	<Address>
Date:	<Date>
Yorktel Project ID:	2022 SOW MS SCEM 40-Hour Quick Start.docx

Project Overview

Yorktel will provide <Client-full> professional services as outlined in this Statement of Work ("SOW") will work together on this engagement to plan and deploy a SCEM implementation to manage workstations and servers within the <Client-full> enterprise.

Project Approach

- The first day of the project will require a planning session (project plan). From this planning session a project plan for deployment detailing servers required, responsibilities and overall goals will be defined.
- The planning and design sessions require customer participation from the Active Directory, desktop management, server and network teams.
- Identify any milestones within the project requirements such as time constraints, limited resources or server configurations.
- The project plan will detail the requirements for SQL, SCEM primary site servers, secondary site servers if required and distribution points. Azure Management and distribution points may be utilized if requested.
- Update Active Directory schema for SCEM extensions if required.
- Review current PKI infrastructure to support internal certificates used to secure SCEM communications. Third party certificates may be required.
- Implementation of SCEM design per project plan. SCEM components to be implemented will apply to desktops and servers. The components to be deployed are:
  - Software/Hardware Inventory
  - Software deployment (Yorktel will assist with creating up to 5 software packages)
  - Windows Updates (WSUS integrated within SCEM)
  - Remote Management (on LAN users only)
  - Configuration Baselines
  - Asset Intelligence
  - Role-based management for helpdesk and Senior Administrators
- The SCEM client will be deployed to a pilot group for testing and verification. Each SCEM component deployed will be tested against a pilot group.
- SCEM clients will be deployed to "thick" clients only. Non-persistent desktops (VDI) will not be included in the deployment.
- Mass deployments of the SCEM client will occur after pilot group testing and validation.

- Training (knowledge transfer) will be conducted with helpdesk and Senior Administrators.
- Fully document (as built) environment documentation to include best practices and maintenance.

Project Scope

Yorktel Responsibilities

- Create design and project plan for implementation.
- Review PKI infrastructure to support SCEM security.
- Implement fully functional SCEM per design plan and engagement deliverables.
- Windows 10 image deployment for up to five (5) workstations.
- Knowledge transfer and as built documentation.

Client Responsibilities

- Provide administrator access to systems being deployed.
- Create service accounts and permissions required by SCEM design plan.
- Provide Windows Server 2016 servers (virtual or physical) for primary site, management points and distribution points.
- Provide Windows 2016, SQL 2016 and SCEM licensing and software for systems being deployed.
- Provide assistance with testing SCEM components.
- Provide access to managed end user devices for testing and validation of SCEM components.
- Provide access to key personnel such as AD administrators, server and network administrators.
- Purchase third party SSL certificates as required by design.
- Modify firewall and network rules as required by design.

Project-Specific Assumptions

- The estimated time to complete the project is approximately 5 business days.
- SCEM will be deployed to thick/persistent desktops only and servers identified in the design process.
- Yorktel will assist in creating no more than two (2) software deployment packages. Knowledge transfer will be provided so "customer" will learn the process of package creation and deployment as needed.
- This is a time and materials project.
- Some or all of the SCEM implementation will be conducted remotely.
- Deploying Always-On VPN to support off-WAN computers is not included in this SOW.
- Every effort will be made to deploy the SCEM client to workstations and servers however there is no guarantee all end points will be captured and may require some remediation on "customer's" part.
- "Customer" will provide all software and software keys as required.

Project Prerequisites

The following prerequisites:

1. Create the following accounts:

Account Examples	Purpose	Permissions
SCEM_SSI	SCEM Site System Installation Account	Requires local admin rights on the site systems to be installed. Must have "Access this computer from the Network" in the security policy.
SCEM_NA	SCEM Network Access Account (to access remote file shares where packages/software may be stored)	Requires "Access this computer from the network" right on the Distribution Points. Minimum rights to access content on the Distribution Points.
SCEM_DomJoin	Domain Joining Account used within task sequences to join the OS to the domain.	Do not grant the account interactive logon rights. Use Delegate Control in AD: Computer Objects - Reset Password Validated write to DNS host name Validated write to service principal name Read/Write Account Restrictions This object and all descendant objects - Create/Delete Computer Objects
SCEM_CP	SCEM Client Push Account (suggest creating 2 of these…one for desktops, one for servers)	Do not grant the account interactive logon rights. Must be local admin on the target devices you push clients to.
SCEM_RSP	SCEM Reporting Service Point Account	Account is granted rights if chosen as a new account during Reporting Point creation from the console.
SCEM_ADDISC	AD Group, User, Forest and System Discovery within AD	Must have read permission to all Active Directory locations specified for discovery
$PRIMARYSITESERVER computer account	Publish SCEM data to Systems Container in Active Directory	Must have full rights to Systems Container in AD
SCEM_SQL	Used to install and manage SQL	Must be local admin on SQL server(s) and DBO
SCEM_SUP	Software Update Point Connection Account	Must be local admin on the server(s) configured for WSUS and part of local WSUS admin group
SCEM_Admins (group)	FULL ADMINSTRATIVE RIGHTS EVERYWHERE	Users assigned to this group should be limited
SCEM_Admin_Desktop (group)	Full Administrative Rights within SCEM for Desktops	
SCEM_Admin_Servers (group)	Full Administrative Rights within SCEM for Servers	

SCEM_Servers (group)	Group that contains all SCEM server computer accounts	Will be added to local admins group on all SCEM servers

2. Deploy one Windows 2016 Standard Server (virtual or physical) with the following hardware configuration to support SQL and SCEM primary site server:
    a. C:\ for the Operating System only.
    b. D:\ the SCEM installation directory, 50 GB.
    c. E:\ for the SCEM file storage for DP, 100 GB.
    d. F:\ for the SQL Databases, 100 GB.
    e. G:\ for the SQL Transaction Logs, 50 GB.
    f. 16 CPU (cores).
    g. 96 GB of RAM (80% allocation to SQL).
    h. Install/update server OS with all the latest Windows Updates applied.
3. Download the latest version of SCEM current branch and leave ISO on the D:\
4. Download SQL 2016 or 2017 and leave ISO on the D:\
5. Download latest version of Windows 10 and leave ISO on the D:\
6. Download the latest version of the Microsoft Assessment and Deployment Kit (ADK) and leave install file on D:\
7. Do NOT install anti-virus software until after deployment of primary server – Engineer will provide a list of directory/file exceptions
8. Identify a 3-character name for the primary site.
9. Create the SCEM System Management Container in AD per the instructions located here: https://www.SCEMtst.com/2017/02/installing-SCEM-create-system.html

Out of Project Scope

The following items are outside the scope of this project:

- Remediation of Active Directory, Virtual Environment (Hyper-V/VMware) or network device that would prevent the deployment of SCEM.
- SCEM IBCM "native mode":
    o Off-WAN users can be managed using Azure Management Points or "customer" can elect to deploy Always-On VPN for Win10.
- Any professional services not outlined in the "Project Scope" section of this SOW.

![Yorktel logo]

Documentation and Deliverables

Yorktel will provide the following documentation for this project:

- Documented project plan reviewed and approved by the "Client".
- Fully functional SCEM implementation per design plan verified by pilot group to include:
  - Hierarchy and Discovery configurations.
  - Roles and security scopes.
  - Creation of functional collections.
  - Client policies and deployment settings.
  - Software updates (Windows Updates – WSUS).
- Deployment of SCEM client (up to 20 workstations).
- Knowledge transfer training for helpdesk and Senior Administrators.
- As built documentation to include best practices and maintenance.

Completion Criteria

Yorktel shall have fulfilled its obligations under this Statement of Work when any of the following scenarios occurs:

1. Yorktel accomplishes the tasks described under the "Project Scope" section of this Statement of Work (SOW). At the end of the engagement, Yorktel may present a Client Acceptance Checklist at the conclusion of the tasks outlined in the "Project Scope."

2. The obligations under this SOW will be considered fulfilled if the Client does not notify Yorktel in writing of deficiencies, or incomplete tasks, within 10 business days of project completion or following the presentation to Client of the "Client Acceptance Checklist."

3. Client notifies Yorktel, in writing, that further services are not required.

Project Annotations

1. All hardware and/or software must be available at the client site when Yorktel begins work.

2. All professional services will be provided during regular business hours (9am to 6pm, Eastern Time) Monday through Friday, excluding holidays, unless otherwise required by the tasks in this SOW and approved by Client.

3. Additional hours and any associated fees may be added to this contract upon client request or project necessity.

4. Any additional tasks and hours, along with any associated fees, will be mutually agreed to by Client and Yorktel and documented in a Project Change Request (PCR).

5. Yorktel reserves the right to sub-contract as needed to provide the services identified in this SOW.

6. All Yorktel tasks will be performed over consecutive timeframes unless otherwise agreed to in writing by Client and Yorktel.

7. The tasks listed in the Yorktel responsibilities section may or may not be completed in the order in which they are listed.

8. Activation of any software licenses does not include configuration, unless otherwise stated in this SOW.

9. Client understands multiple resources may be used to execute the tasks of this SOW.

10. Client will provision all required cable runs, such as Ethernet, Fibre Channel, etc., prior to Yorktel arriving onsite.

11. Data migration is outside the scope of this project, unless otherwise stated in this SOW.

12. Third-party application installation and configuration of any kind is outside the scope of this project.

13. Client will provide access to the necessary resources, as required during this project, to make it a success.

14. Client is responsible for any bandwidth that may be required to make this project a success, thus meeting Client expectations.

15. Relocation services of any kind are outside the scope of this project.

16. The Client is responsible for any fees, expenses, costs, etc. associated with the cancelling and/or rescheduling of this project.

17. A maintenance window may be required to perform some of the services outlined in this SOW.

18. After-hours work may be required to perform some of the services outlined in this SOW.

19. Some of the services outlined in this SOW may be performed remotely.

20. Client will provide proper access as required for remote services.

21. There is no formal documentation associated with this project.

22. For professional services involving Microsoft products, services, etc., please see the Microsoft privacy statement:
    o https://privacy.microsoft.com/en-us/privacystatement

23. Any solution passwords are the responsibility of the Client to maintain and update. Yorktel does not keep them on file once the engagement has been completed.

24. It is the sole responsibility of Client to ensure that all critical and necessary data of Client is protected, backed-up and verified, considering that installations, testing, and verification of application environments and hardware can impact the Client's environment. This backup/restore should be made and verified prior to the project start date and the arrival of the Yorktel Team.

Professional Service Fees

<Client-full> agrees to pay Yorktel for the following professional services identified in this SOW, at the rate(s) indicated below:

Description	Total
Professional Services	$10,000.00

Please note:

- The duration of this project is not to exceed 40 hours.

- Service Fees will be invoiced no less than monthly, nor more than weekly, based on the work completed until the service engagement is complete:
    o Invoices are payable upon receipt.

- **This price does NOT include customary travel and living expenses:**
    o Travel and living expenses will be billed separately, as actually incurred.

- <Client-full> shall be solely responsible for any sales or use taxes related to its purchase of the services.

Scheduling: Yorktel requires a minimum of ten (10) business days, after receiving this signed SOW and a purchase order, to schedule a resource to begin delivery of the stated services.

The above information is a description of the service your organization will receive. Yorktel must approve any changes or adjustments that need to be made to this SOW. Changes may result in an adjustment in the overall cost of this service engagement. Yorktel agrees to provide the service described in this SOW provided <Client-full> accepts this Statement of Work, without modification, by signing the space below within 30 days of the date of this SOW.

BY SIGNINGTHIS STAEMENT OF WORK OR ISSUANCE OF A PURCHASE ORDER REFERENCING THIS SOW/QUOTE RECORD # _____ TO YORKTEL, CLIENT HEREBY ACKNOWLEDGE THAT THEY HAVE READ, UNDERSTAND AND AGREE TO ALL OF THE DESCRIPTION OF PRODUCTS AND SERVICES, STATEMENT OF COVERAGE, INCLUDING THE TERMS AND CONDITIONS CONTAINED IN THE YORKTEL TERMS AND CONDITIONS AND ACCEPT, UNDERSTAND AND AGREE TO THE CHARGES FOR SUCH SERVICE LISTED IN THIS PROPOSAL. CLIENT ALSO ACKNOWLEDGES THAT THEY ARE AUTHORIZED TO ORDER THE PRODUCTS AND SERVICES AS LISTED WITHIN THIS PROPOSAL.

Agreed to: | Agreed to:

<Client-Full>	**Yorktel**
By:	By:
Print:	Print:
Title:	Title:
Date:	Date:
<Billing Address>	80 Corbett Way Eatontown, NJ 07724

Please sign and email this document to contracts@Yorktel.com

Attachment: Terms and Conditions

Yorktel Terms and Conditions