BOARD OF SUPERVISORS AGENDA ITEM REPORT
AWARDS / CONTRACTS / GRANTS

○ Award   ● Contract   ○ Grant

Requested Board Meeting Date: 12/20/2022

= Mandatory, information must be provided

or Procurement Director Award: ☐

*Contractor/Vendor Name/Grantor (DBA):

Microsoft Corporation

*Project Title/Description:

Microsoft Premier Support

*Purpose:

Amendment: Master Agreement No. MA-PO-16-369, Amendment No. 08. This Amendment adds services for the Azure Secure Administrative Environment, increases the not-to-exceed contract amount by $900,000.00 for a cumulative not-to-exceed contract amount of $3,260,000.00, and appends the Forced Labor of Ethnic Uyghurs provisions to the contract, pursuant to A.R.S. § 35-394. Administering Department: Information Technology.

*Procurement Method:

Pursuant to Pima County Procurement Code 11.12.050, Sole source procurement, on 06/21/2016, the Board of Supervisors approved an award of contract for a term of one (1) year in the award amount of $240,000.00.

On 02/09/2017, the Procurement Director approved Amendment No. 01, which extended the termination date to 06/20/2018 and added the annual award amount of $240,000.00 for a cumulative not-to-exceed contract amount of $480,000.00.

On 05/25/2017, the Procurement Director approved Amendment No. 02, which changed the effective date to 05/25/17 and expiration date to 05/24/18 to enable Microsoft to apply the Software Assuarance Benefit to the upcoming Premier Contract to avoid a lapse in coverage.

On 02/02/2018, the Procurement Director approved Amendment No. 03, which extended the termination date to 05/24/2019 and added a partial annual award amount of $200,000.00 for a cumulative not-to-exceed contract amount of $680,000.00.

On 05/07/2019, the Board of Supervisors approved Amendment No. 04, which, extended the termination date to 05/24/2020, expanded the existing support services and added Designated Support Engineering services, and added a one-time increase of $600,000.00 for a cumulative not-to-exceed contract amount of $1,280,000.00.

On 05/26/2020, the Procurement Director approved Amendment No. 05, which extended the termination date to 05/24/2021, revised support services, and added the annual award amount of $240,000.00 for a cumulative not-to-exceed contract amount of $1,520,000.00.

On 05/04/2021, the Board of Supervisors approved Amendment No. 06, which extended the termination date to 05/24/2022, increased the annual award amount to $420,000.00 and added the revised annual award amount for a cumulative not-to-exceed contract amount of $1,940,000.00.

On 05/18/2022, the Procurement Director approved Amendment No. 07, which extended the termination date to 05/24/2023, revised support services, and added the annual award amount of $420,000.00 for a cumulative not-to-exceed contract amount of $2,360,000.00.

PRCUID: 218507

Attachment: Contract Amendment No. 08.

*Program Goals/Predicted Outcomes:

Continued use and support of Microsoft Premier Support Services.

*Public Benefit:

Continuous hands-on assistance and immediate escalation for urgent issues, which speeds resolutions and helps keep our mission-critical systems up and running.

To Cob: 12/5/22
pages: 38
Version: 13

*Metrics Available to Measure Performance:

Percent of up-time of web content.

*Retroactive:

No.

THE APPLICABLE SECTION(S) BELOW MUST BE COMPLETED
Click or tap the boxes to enter text. If not applicable, indicate "N/A". Make sure to complete mandatory (*) fields

Contract / Award Information

Document Type: _____   Department Code: _____   Contract Number (i.e., 15-123): _____

Commencement Date: _____   Termination Date: _____   Prior Contract Number (Synergen/CMS): _____

☐ Expense Amount $ _____*   ☐ Revenue Amount: $ _____

*Funding Source(s) required: _____

Funding from General Fund?   ○ Yes ○ No   If Yes $ _____   % _____

Contract is fully or partially funded with Federal Funds?   ○ Yes ○ No

　If Yes, is the Contract to a vendor or subrecipient? _____

Were insurance or indemnity clauses modified?   ○ Yes ○ No
　If Yes, attach Risk's approval.

Vendor is using a Social Security Number?   ○ Yes ○ No
　If Yes, attach the required form per Administrative Procedure 22-10.

Amendment / Revised Award Information

Document Type: <u>MA</u>   Department Code: <u>PO</u>   Contract Number (i.e., 15-123): <u>16-369</u>

Amendment No.: <u>08</u>   AMS Version No.: <u>13</u>

Commencement Date: <u>12/20/22</u>   New Termination Date: <u>N/A</u>

　　Prior Contract No. (Synergen/CMS): <u>N/A</u>

◉ Expense ○ Revenue   ◉ Increase ○ Decrease   Amount This Amendment: $ <u>900,000.00</u>

Is there revenue included?   ○ Yes ◉ No   If Yes $ <u>N/A</u>

*Funding Source(s) required: ~~Various Funds~~ ARPA fund

Funding from General Fund? ○ Yes ◉ No   If Yes $ _____   % ~~100~~

Grant/Amendment Information (for grants acceptance and awards)   ○ Award ○ Amendment

Document Type: _____   Department Code: _____   Grant Number (i.e., 15-123): _____

Commencement Date: _____   Termination Date: _____   Amendment Number: _____

☐ Match Amount: $ _____   ☐ Revenue Amount: $ _____

*All Funding Source(s) required: _____

*Match funding from General Fund? ○ Yes ○ No   If Yes $ _____   % _____

*Match funding from other sources? ○ Yes ○ No   If Yes $ _____   % _____
　　*Funding Source: _____

*If Federal funds are received, is funding coming directly from the Federal government or passed through other organization(s)?

Contact: Procurement Officer, Troy McMaster Digitally signed by Troy McMaster Date: 2022.12.05 10:21:24 -07'00'   Division Manager, Scott Loomis Digitally signed by Scott Loomis Date: 2022.12.05 10:24:35 -07'00'

Department: Acting Procurement Director, Terri Spencer Digitally signed by Terri Spencer Date: 2022.12.05 11:34:21 -07'00'   Telephone: 520.724.8728

Department Director Signature: _____   Date: _____

Deputy County Administrator Signature: _____   Date: 12/5/2022

County Administrator Signature: _____   Date: 12/5/2022

Pima County Procurement Department
Project: Microsoft Premier Support
Contractor: Microsoft Corporation PO Box 844510 Dallas, TX 75284-4510
Contract No.: MA-PO-16-369
Contract Amendment No.: 08

Orig. Contract Term:	06/21/2016 – 06/20/2017	**Orig. Amount:**	$ 240,000.00
Termination Date Prior Amendment:	05/24/2023	**Prior Amendments Amount:**	$ 2,120,000.00
Termination Date This Amendment:	05/24/2023	**This Amendment Amount:**	$ 900,000.00
		Revised Total Amount:	$ 3,260,000.00

CONTRACT AMENDMENT

The parties agree to amend the above-referenced contract as follows:

1. **Background and Purpose.**

   1.1. Background. On June 21, 2016, County and Contractor entered into the above referenced agreement to provide Microsoft Premier Support.

   1.2. Purpose. County requires an amendment to increase funding for additional services to be provided by Contractor.

2. **Maximum Payment Amount.** The maximum amount the County will spend under this Contract, as set forth in Exhibit A, Section 2.A, is increased by $ 900,000.00. County's total payments to Contractor under this contract, including any sales taxes, will not exceed $ 3,260,000.00.

3. **Scope of Services.** The parties have revised the Scope of Services to include the services described in the attached **Microsoft Premier Support Services Description Exhibit: Consulting Services**, which consists of **Exhibit C: Microsoft Enterprise Services Work Order T002216-349833-429936** (5 pages), and **Exhibit D: Azure Secure Administrative Environment Statement of Work** (Cover page & table of contents + 27 pages).

4. **Forced Labor of Ethnic Uyghurs.** Pursuant to A.R.S. § 35-394 if Contractor engages in for-profit activity and has 10 or more employees, Contractor certifies it is not currently using, and agrees for the duration of this Contract to not use (1) the forced labor of ethnic Uyghurs in the People's Republic of China; (2) any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; and (3) any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China. If Contractor becomes aware during the term of the Contract that the Company is not in compliance with A.R.S. § 35-394, Contractor must notify the County within five business days and provide a written certification to County regarding compliance within one hundred eighty days.

All other provisions of the Contract not specifically changed by this Amendment remain in effect and are binding upon the parties.

PIMA COUNTY

_____
Chair, Board of Supervisors
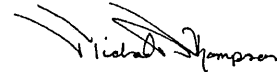
_____
Date

ATTEST

_____
Clerk of the Board

_____
Date

APPROVED AS TO FORM

_____
Deputy County Attorney

Christopher Gerber   Date: 12/01/2022
_____
Print DCA Name

MICROSOFT CORPORATION

_____
Authorized Officer Signature

Mike Thompson (IS)
_____
Printed Name and Title

Dec 1, 2022
_____
Date

MA-PO-16-369 Contract Amendment No. 08

Final Audit Report   2022-12-01

Created:	2022-11-30
By:	Adriana Chaves Quesada (v-adrcha@microsoft.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAABhFx4E7xjG3YyMYMf9M1PL7hkafa79pi

"MA-PO-16-369 Contract Amendment No. 08" History

🗐 Document created by Adriana Chaves Quesada (v-adrcha@microsoft.com)
2022-11-30 - 9:20:12 PM GMT

🖃 Document emailed to Mike Thompson (IS) (miketh@microsoft.com) for signature
2022-11-30 - 9:21:50 PM GMT

👥 Document shared with Lana McCasland (lamccasl@microsoft.com) by Adriana Chaves Quesada (v-adrcha@microsoft.com)
2022-11-30 - 9:23:45 PM GMT

✍ Document e-signed by Mike Thompson (IS) (miketh@microsoft.com)
Signature Date: 2022-12-01 - 5:38:59 PM GMT - Time Source: server

✅ Agreement completed.
2022-12-01 - 5:38:59 PM GMT

EXHIBIT C

Microsoft Premier Support Services Description Exhibit: Consulting Services

(Microsoft Affiliate to complete)
Premier Support Services Description Number

T002216-349833-429936

This Microsoft Premier Support Services Description Exhibit: Consulting Services ("Exhibit") is made pursuant to the Microsoft Premier Support Services Description (the "Services Description") identified above, executed under the Microsoft Master Services Agreement (the "agreement"), as amended or modified, by and between the undersigned customer ("you," "your," or "customer") or your affiliate and Microsoft Corporation ("Microsoft," "we," "us," or "our") or our affiliate. The terms of the agreement are incorporated herein by this reference. Any terms not otherwise defined herein will assume the meanings set forth in the Services Description and/or the agreement.

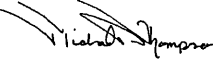| *Customer Invoice Information*		
Name of Customer **Pima County, AZ**		Contact Name (This person receives invoices under this work order.) Sherry Francis
Name of Customer Affiliate that executed the Agreement if different than the undersigned N/A		
Street Address 130 W. Congress St.		Contact E-mail Address sherry.francis@pima.gov
City Tucson	State/Province Arizona	Phone 520-724-9610
Country USA	Postal Code 85701-1332	Fax
Invoicing		
Premier Support is a prepaid service and all fees and any applicable taxes are due upon acceptance of this Services Description. Unless otherwise selected above, Microsoft must be in receipt of a purchase order, check, or other acceptable form of payment before Microsoft will begin providing services. Microsoft will invoice Contractor Customer for additional Services performed and expenses incurred. Microsoft invoices are payable in full within thirty (30) days of date of the invoice and will be directed to Contractor Customer's representative for payment at the address shown above unless otherwise specified in a Contractor Customer purchase order. Microsoft reserves the right to adjust Microsoft fees prior to entering into any new Service Descriptions, Fee and Named Contacts Schedule(s), or into an amendment or modification to this Service Description.		
Source to confirm Per Diem limits – hotel, rental car, meals, etc. (if applicable):		
Contact Name:	Contact E-mail address:	Contact phone No.:
Web site address:		
Commencement Date		
This Exhibit will commence on effective date herein and will expire on **Dec 4, 2023** (the "Expiration Date").		
Payments to Microsoft should be made to the following, include reference to our invoice number: By Check: Microsoft Enterprise Services, P.O. Box 844510, Dallas, TX 75284-4510		

EXHIBIT C

By Check (overnight courier): Microsoft Corporation c/o Bank of America Lockbox 844510, 1950 N. Stemmons Fwy, Ste 5010, Dallas, TX 75207 (214) 508-7262   By Wire: Microsoft Enterprise Services #844510, Acct 3750825354/ ABA#1100001-2, c/o Bank of America   ☐ Attachments required with Invoice (Status Reports/Time /Expense Breakouts, Other):

Project Point of Contact (Customer Satisfaction Contact)		
Name of Customer **Pima County, AZ**	Same as above	Project leader (This person is Customer's point of contact for all service-related matters under this Work Order.) Sherry Francis
Street Address 130 W. Congress St.		Contact E-mail Address sherry.francis@pima.gov
City Tucson	State/Province Arizona	Phone 520-724-9610
Country USA	Postal Code 85701-1332	Fax

By signing below the parties acknowledge and agree to be bound to the terms of the Support Agreement and this Exhibit.

Customer	Microsoft Affiliate
Name of Customer (please print) **Pima County, AZ**	Name **Microsoft Corporation**
Signature	Signature ~~~Mike Thompson~~~
Name of person signing (please print) Sherry Francis	Name of person signing (please print) Mike Thompson (IS)
Title of person signing (please print)	Title of person signing (please print) Area Delivery Leader
Signature date	Effective date Nov 14, 2022

EXHIBIT C

1. ***Services.*** Microsoft will perform those services as identified in the attached Statement of Work, entitled **"Azure Secure Administrative Environment"** (the "Statement of Work" or "SOW"). Services may be performed offsite at our facilities, or at the place of performance identified on the cover page, or at such other facility as you specify in writing. All off-site services will be coordinated with your project leader for the services.

See Attached SOW

2. ***Fees.***

   Time and Materials:

   You will pay the following hourly rates and reasonable out of pocket travel and living expenses (if any) for the Services described above in the Statement of Work identified above in the manner described in the Add-on Fee and Named Contacts Schedule ("FNCS"), subject to the Fee Table identified below. The fees do not include fees for products. The Premier Support Services Description # **T002216-349833-429936** FNCS shall identify management of these fees. Microsoft reserves the right to utilize whichever labor categories in whatever quantities Microsoft determines, in Microsoft's sole discretion, are appropriate to perform the Professional Services. Any total fee stated is an estimate only. In order for Microsoft to continue providing hours of Professional Services beyond those funded in the table below, Customer and Microsoft must agree in writing to a new work order or amendment to this work order adding funding for the additional Professional Services and any other terms upon which Customer and Microsoft agree. The rates for any additionally funded hours of services will be the rates defined in the current Microsoft published price list. The fees do not include fees for Products. Unless otherwise specified in the invoice, Customer will pay Microsoft within 30 calendar days of the date of Microsoft's invoice.

Fees Table				
MCS Labor Category	**Units**	**Description**	**Hourly Rates**	**Proposed Price**
Delivery Data Scientist	0	Hours	$340	$0.00
Digital Architect	0	Hours	$340	$0.00
Area Solution Architect	**466**	**Hours**	**$330**	**$153,780.00**
Software Engineer	0	Hours	$340	$0.00
Program Director	0	Hours	$340	$0.00
Principal Consultant	0	Hours	$330	$0.00
Senior Consultant	**1,012**	**Hours**	**$305**	**$308,660.00**
Consultant	**1,080**	**Hours**	**$270**	**$291,600.00**
Associate Consultant	0	Hours	$245	$0.00
Senior Project Manager	**444**	**Hours**	**$305**	**$135,420.00**
Project Manager	0	Hours	$3000	$0.00
Microsoft Global Delivery ("GD")				

EXHIBIT C

GD Off-Shore Consultant	0	Hours	$85	$0.00
GD On-Shore Consultant	0	Hours	$230	$0.00
GITHUB Labor Categories				
Services Delivery	0	Hours	$345	$0.00
Project Management Office	0	Hours	$300	$0.00
US Delivery Center, "USDC" (Remote Services - Las Colinas, TX)				
USDC Senior Consultant	0	Hours	$235	$0.00
USDC Consultant	0	Hours	$195	$0.00
USDC Senior Project Manager	0	Hours	$235	$0.00
USDC Project Manager	0	Hours	$195	$0.00
MCS Partner-Subcon Rates:				
Technician VI	0	Hours	$400	$0.00
Technician V	0	Hours	$300	$0.00
Technician IV	0	Hours	$280	$0.00
Technician III	0	Hours	$245	$0.00
Technician II	0	Hours	$220	$0.00
Technician I	0	Hours	$200	$0.00
Technician	0	Hours	$160	$0.00
Associate Technician	0	Hours	$130	$0.00
USDC Partner Subcon Rates:				
SubCon – Tech 5	0	Hours	$195	$0.00
SubCon – Tech 4	0	Hours	$175	$0.00
SubCon – Tech 3	0	Hours	$160	$0.00
SubCon – Tech 2	0	Hours	$135	$0.00
SubCon – Tech 1	0	Hours	$115	$0.00

EXHIBIT C

SubCon – Tech	0	Hours	$100	$0.00
Estimated Expenses				$0.00
Estimated Total	3,002			$889,460.00

3. ***Changes to the Work Order Term.*** Either party may terminate this Work Order if the other party is in material breach or default of any obligation that is not cured within thirty (30) days' written notice of such breach. Customer may terminate this Work Order at any time for convenience by providing Microsoft with 30 days prior written notice, "Notice Period". In case of termination for convenience, Customer will pay Microsoft for all fees and expenses incurred or due prior to the end of the Notice Period in accordance with the Billing Schedule set out in the Fees section of this Work Order, including a prorated amount for services corresponding to any billing milestones that have estimated dates that have begun but are not complete prior to the end of the Notice Period.

4. ***Cost or Pricing Data.*** We will not, under any circumstances, accept work that would require the submission of confidential information relevant to the determination of price and data.

5. ***Taxes.*** If any amounts are to be paid to Microsoft, the amounts owed are exclusive of any taxes. Customer shall pay all value added, goods and services, sales, gross receipts or other transaction taxes, fees, charges or surcharges or other similar taxes, chares or fees or any regulatory cost recovery and other surcharges that are owed under this Work Order and which Microsoft is permitted to collect from Customer under applicable law. Customer shall also be responsible for an applicable stamp taxes and for all other taxes that it is legally obligated to pay, including any taxes that arise on the distribution of provision of Professional Services by Customer to its Affiliates. Microsoft shall be responsible for payment of all taxes based upon its net income, gross receipts taxes imposed in lieu of taxes on income or profits, or taxes on Microsoft's property ownership.

    If any taxes are required to be withheld on payments made to Microsoft, Customer may deduct such taxes from the amount owed and pay them to the appropriate taxing authority; provided however, that Customer shall promptly secure and deliver an official receipt for those withholdings and other documents reasonably requested by Microsoft to claim a foreign tax credit or refund. Customer will ensure that any taxes withheld are minimized to the extent possible under applicable law.

6. ***You and we agree and acknowledge that Microsoft's performance of consulting services are in furtherance of the Premier Support Services Description # T002216-349833-429936 and in full compliance with all applicable procurement rules, regulations and solicitations standards.***

Statement of Work

Azure Secure Administrative Environment

Prepared for

PIMA County of Arizona

Prepared by

Dave Deavours

Russell Despain

Date: August 10, 2022

Version: 1.0

Table of contents

This Statement of Work (SOW) and any exhibits, appendices, schedules, and attachments to it are made pursuant to Work Order (WO) *T002216-349833-429936* and describes the work to be performed ("services") by Microsoft ("us," "we") for County of PIMA ("Customer," "you," "your") relating to Azure Secure Administrative Environment ("engagement").

This SOW and the associated WO expire 30 days after their publication date (date Microsoft submits to Customer) unless signed by both parties or formally extended in writing by Microsoft.

Introduction

County of PIMA Arizona has requested Microsoft assistance with the modernization of the technology and processes in its securing privileged access for the Sheriff's department. The county, like many organizations in both the commercial and government sectors, faces an increasingly challenging cyber threat environment. Attackers have become sophisticated in both attack methodologies and in navigating business/social structures to obtain the information they are seeking. These modern cyber-attackers are adept at rapidly gaining administrative access to computing environments.

Microsoft proposes the Azure Secure Administration Environment to accelerate the creation and modernization of the county's ability to secure privileged access.

Protecting and detection against these attacks is a key priority for both the county and the Sheriff's department.

1. Customer goals and engagement outcomes

The goal of the project is to improve the security posture of the PIMA Sheriff's Active Directory environment to reduce the likelihood of a successful Cyber-attack. PIMA county currently has an ESAE deployment to manage their internal Active Directory environment. They have decided to take advantage of the newer cloud-based capabilities to manage the Sheriff's office. Implementing the Azure based Secure Administrative Environment (AzSAE) to provide enhanced protections for Tier-0 accounts (such as domain administrator and enterprise administrator) based upon Microsoft's recommended practices, architectures, and accumulated field experience. AzSAE helps protect these Tier-0 accounts with dedicated administrative workstations, enhanced security controls and configurations, and a dedicated environment to administer identity within the organization. AzSAE will be deployed in a dedicated Azure environment and is designed to provide administration over customer production Domain Controllers, deployed in Azure IaaS and on-premises.

1.1. Customer goals

The Customer goals related to this engagement are listed below. These goals are listed for the purpose of providing business context for the engagement and are not statements of services to be performed by Microsoft, nor accountability. The engagement outcomes and services to be performed are described in the rest of this Section 1 and the remainder of this Statement of Work (SoW).

EXHIBIT D

Goal	Description
Technology implementation	Support the adoption of Microsoft technologies to help detect and protect secure privileged accounts.
Modernization of the secure privileged administration environment	Make use of enhanced threat protection, detection, and response capabilities.
Assessment, planning, and implementation of the processes to operate AZSAE	Implement enhanced security operations-related processes to align with the recently adopted technologies.

1.2. Engagement outcomes

The engagement will focus on the outcomes described below, which will be prioritized based on direction from Customer. By the nature of agile delivery, all engagement outcomes are not always achieved. Microsoft and Customer will regularly review engagement outcome priorities and work together to achieve the most valuable outcomes during this engagement. The agile delivery approach (described in the Delivery approach section) allows Customer to continually adapt the engagement outcomes and direction of the solution.

If more time is needed to deliver the desired engagement outcomes or if new engagement outcomes need to be defined, the Change management process will be followed.

The engagement will focus on the following outcomes.

Engagement outcomes	Capability	Assumptions
Deploy AZSAE to facilitate enhanced protection of the organization by protecting privilege account credentials and providing mitigations against credential theft attacks.	Enhanced secure administration of workloads to reduce the risk of compromise of privileged accounts.	This functionality will be implemented using the Microsoft Privileged Access Workstation (PAW) solution and Azure Bastion with virtual PAW. This will include a dedicated Azure tenant with hardened Active Directory Forest for administration.
	Detection of credential theft and anomalous behaviors in the Customer on-premises Active Directory (AD) will be implemented with User and Entity Behavioral Analytics (UEBA).	This functionality will be implemented using Microsoft Defender for Identity.

Engagement outcomes	Capability	Assumptions
	The detection and remediation of Azure AD identity-based risks will be implemented.	This functionality will be implemented using Azure AD Identity Protection.
	Enhanced security functionality for endpoints, including preventative protection, post-breach detection, automated and investigation, and response will be deployed.	This functionality will be implemented using Microsoft Defender for Endpoint.
	Threat detection across server workloads running in AZSAE will be implemented.	This functionality will be implemented using Microsoft Defender for Cloud and Azure Defender for Servers.
	Management functionality for endpoints will be deployed to provide app and device management alongside the threat protection capabilities of Microsoft Defender for Endpoint.	This functionality will be implemented using Intune Device Management.
Recognize and respond to existing and potential security threats and vulnerabilities in the AZSAE.	Cloud-based Security Incident and Event Management (SIEM) and security orchestration, automation, and response (SOAR) automation with AI will be deployed; this includes migration from an incumbent SIEM.	This functionality will be implemented using Azure Sentinel.
Modernize security operations functions in support of privileged identity protection	Operationalize a target security workload (or workloads), transitioning IT operations and IT security operations to new ways of working that aim to remove blockers, reduce risk, and realize the value of the security technology investment.	• Key Customer subject matter experts (SMEs) and decision makers are available to work with Microsoft. • The Customer will provide access to necessary documentation or IT operations SMEs, process SMEs, and IT administrators. • The Customer will provide access to necessary

Engagement outcomes	Capability	Assumptions
		decision makers in order to make changes to the Customer environment.

1.3. Delivery and Compliance, Privacy and Security

Microsoft will drive Delivery and Compliance, Privacy and Security initiatives to confirm engagement adherence to information security, compliance, and data privacy standards in the following areas:

Area	Description	Assumptions
Data protection awareness	Conduct awareness for the engagement team at the beginning of the engagement on understanding the customer's data protection needs/requirements which the engagement team must adhere to during the delivery of the engagement.	Pima County is the data owner
Data Protection Questionnaire (DPQ)	Completion of the DPQ shall provide a comprehensive view to various issues and compliance requirements that may arise from data protection requirements or applicability as per the engagement. DPQ covers data discovery, classification, and applicability of security controls.	Pima County shall provide inputs for data classification to determine personal/sensitive personal/confidential/highly confidential data The engagement manager/solution architects/consultants have ample insights about the engagement deliverables and scope to provide inputs for the DPQ and engagement scoping The engagement team implements security controls and processes as per data classification and data protection scope in the engagement.

1.4. Technology requirements

The products and technology that are listed in the following table are required for the engagement. The Customer is responsible for obtaining all identified licenses, products, or subscriptions.

EXHIBIT D

Product and technology item	Version	Ready by
Microsoft Azure subscription	Not applicable	Start of engagement
Microsoft Defender for Cloud	Azure Defender implemented	Start of engagement
Azure Defender	Not applicable	Start of sprints
Microsoft 365 Defender	Not applicable	Start of engagement
Azure Active Directory	P2	Start of engagement
Azure Sentinel	Not applicable	Start of delivery sprints
Microsoft Intune	N/A	Start of delivery sprints
Windows 10	Enterprise x64	Start of engagement
PAW-CSM Device Hardware (up to 5) – Single Hardware Profile	NA	Start of the PAW-CSM workstream

1.5. Environment requirements

All environments used for the development and delivery lifecycle will be supplied and maintained by Pima County. Pima County will provide the required Azure subscriptions and provide Microsoft with administrative control to build the development and test environments.

Environment	Location	Responsible for configuration and maintenance	Subscription ownership	Ready by
Automation environment	Azure DevOps	Microsoft or Customer	Microsoft	Start of engagement
Production/ Test	Microsoft Azure	Microsoft or Customer	Microsoft	Start of engagement

1.6. Exclusions

Any area not explicitly included in the sections above describing the outcomes and requirements will not be provided by Microsoft during this engagement. Exclusions from the services provided by Microsoft for this engagement are listed in the following table.

Area	Description
Hardware	Microsoft will not provide hardware for this engagement.
Product licenses and subscriptions	Product licenses (Microsoft or non-Microsoft) and cloud service subscriptions are not included, unless otherwise noted in the Technology requirements section.
Product bugs and upgrades	Product upgrades, bug, and design change requests for Microsoft products
Training	Formal user training or the creation of training materials
Client	Deployment and configuration of client software except for components for PAW.
Commercially available third-party software	Activities where MCS would be designing, configuring, integrating, deploying or fixing issues in commercially available third-party software (excluding open source)
Data cleansing	Data cleansing activities
System integration	Modifications to commercially available third-party systems or external interfaces to support integration
Process reengineering	Redesign or reengineering of Customer business processes
Organizational change management	Designing—or redesigning—the Customer functional organization.
End-user communications	Planning or undertaking end-user communications.
Deployment, installation, configuration, and testing	The following items are not included: • Application deployment • Installation and configuration of server hardware or network resources • Installation, configuration, and testing of non-Microsoft software other than software identified as being in scope • Testing and configuration of applications and services outside of those required to support the deployment of the solution • Troubleshooting or remediation of existing network and storage systems • Current ESAE environment.
Information security/application development policies	Information security and application development policies will not be created.

3

At the end of each sprint, the Microsoft Product Manager and applicable Customer decision makers such as the Customer Product Manager will review the progress made against the objectives to determine if any adjustments need to be made through the Change management process.

2.1.2. Engagement initiation

At the beginning of the engagement, the following prerequisites must be completed. These tasks must be completed before Product Baseline Planning.

Category	Description
Microsoft activities The activities to be performed by Microsoft	• Conduct a preinitiation call or meeting to initiate team formation and communicate expectations. • Document the engagement launch prerequisites using input from this SOW. • Track the status of launch prerequisites and adjust the Engagement initiation phase start date accordingly. • Conduct a detailed walkthrough of the SOW with the Customer to agree upon an initial engagement schedule and approach. • Assist the Customer to start identifying the required roles and stakeholders and names for the initial feature teams. • Initiate onboarding Microsoft resources onto Customer environment. • Provide data-protection awareness to the Microsoft delivery team on customer's data protection needs/requirements.
Customer activities The activities to be performed by the Customer	• Attend and participate in the preinitiation call. • Assign engagement initiation and launch prerequisites responsibilities to accountable Customer leadership and establish target completion dates. • Complete the engagement initiation and launch prerequisites. • Staff the engagement with the required Customer resources in the time frames agreed upon in the preinitiation call. • Assist with any onboarding requirements for Microsoft to be able to start. • Provide Microsoft with access to any security policy recommendations documentation.

2.1.3. Product baseline planning

To balance the change, uncertainty, and need of delivery of business outcome, the engagement will begin with Product Baseline Planning. The feature team will conduct the product baseline planning as a **2 weeks** exercise to build out the initial product backlog and high-level architecture. At the completion of this exercise, the outcomes, assumptions, and dependencies will be verified.

Should there be any material deviations from the initial estimations, these and their implications will be discussed. The impact of such changes will be addressed through the Change management process.

Category	Description

Microsoft activities
 The activities to be performed by Microsoft
	• Agile/scrum workshop
	
	 • Work with the Customer to identify the stakeholders and subject matter experts (SMEs) that will function as a feature team.
	 • Facilitate a workshop through all-day meetings with the Customer stakeholders and SME's.
	 • Collaborate with the Customer to refine or baseline:
	
	     o Review the outcomes, define objectives and key results (OKRs).
	     o A problem statement – defining the aspirational goal for the overall solution.
	     o Vision statements – defining functional or behavioral requirements for the overall solution.
	     o Personas / user journeys – how end users currently operate, and how they plan to operate going forward.
	     o Epics and features – workstream breakdown into subtopics and action items.
	     o User stories/ Product backlog items (PBIs) for the product backlog – a breakdown of action items into consumable tasks that can be delivered during a single sprint.
	     o PBIs – for non-functional requirements (e.g. performance, encryption, scalability, etc.) or stories that do not require a user persona.
	
	 • Develop a recommended high-level technical architecture based on the provided reference architecture.
	 • Collaborate with the Customer Product Manager to create a proposed scope for the first release, including a set of user stories that are ready for sizing, design, and development.
	 • Build or validate the initial product backlog.
	 • Collaborate with the Customer Product Manager to create a proposed scope for the first delivery sprint, including a set of foundational user stories, of the highest priority, on which other user stories and solutions are dependent.
	 • Identify impediments for efficient development, including areas that require more elaboration, like proofs of concept or other architectural discovery tasks.
	 • Collaborate with the Customer to create:
	
	     o A definition of ready, which is the criteria that determines when a User Story / PBI that is ready to be developed.
	     o A Definition of Done, that is, what constitutes completed user stories. Those criteria will be used by the team to decide when a story is complete.
	
	 • Define a test strategy and plan for all in-scope testing defined in the Testing and defect remediation section. If additional testing is determined

Category	Description
	as necessary during Product Baseline Planning, it may be added following the change management process. • Re-evaluate the estimate of effort after detailing user stories to compare with original estimate and trigger Change management process as necessary. • Collaborate with the Customer on progress tracking and reporting based on the initial backlog of user stories.
Customer activities The activities to be performed by the Customer	• Identify a Sponsor who is empowered to make business prioritization decisions and act as a single point of contact for requirements questions. • Identify Customer team members who will be available for the duration of the engagement. • Attend and participate in the workshop sessions to define the user stories as necessary. • Provide updated background information, documentation, and business requirements. • Clarify requirements as needed. • Collaborate with Microsoft to create a proposed scope for the first delivery sprint. • Provide help removing any impediments. • Define a user acceptance testing (UAT) process. • Identify all security procedures and policies that the Microsoft Team must comply with.
Key assumptions	• Customer representatives (especially the sponsor) will be available throughout the duration of the workshop. • Key roles such as Customer Product Managers are available and knowledgeable about their product. • The backlog will be refined during Product Baseline Planning, which may result in changes to overall scope and changes to required capacity.

2.1.4. Delivery sprints

Each delivery sprint will last two (2) weeks. Before sprint planning starts, the Microsoft Product Manager will collaborate with the feature team to create a proposed sprint backlog. This sprint backlog will consist of a set of product backlog items that the feature team estimate may be completed during the sprint.

The first day of every sprint will be set aside for sprint planning for that sprint. In some exceptional cases, sprint planning may extend past the first day. The feature team and the Product Managers and will attend.

During the delivery sprint, the feature teams will build out the solution with planned user stories / PBIs and architecture, which will be updated, if it is required. Daily standup meetings will be performed by the feature team to keep everyone informed and to report any impediments.

The last day of the sprint is usually dedicated to demonstrating the functionality that has been achieved in the sprint and to carrying out a retrospective of the sprint. Microsoft will review with the Customer the

outcome delivered after every sprint to assess if changes are needed, for example, update the future scope/outcomes. Changes of the overarching product during the delivery should be minimized so delivery velocity and targeted outcomes are not impacted. Sprint retrospectives help determine where the team succeeded, and where improvements can be made. The Product Managers reviews the completed story and marks them as Done or Not Done based on "Definition of Done".

Category	Description

Microsoft activities
The activities to be performed by Microsoft
	• Review the user stories assigned to a sprint.
	• Determine whether sufficient information is available for each User Story / PBI or not. A User Story / PBI will be flagged if more clarification is needed and unless properly understood it may be decided to defer the User Story / PBI to later sprints.
	• Determine whether the user stories assigned to a sprint can all be completed within that sprint or not based on the available capacity and inter-dependencies across user stories.
	• Conduct and participate in daily scrum meetings. Work collaboratively to design and plan for the implementation of the user stories.
	• Create and implement unit, functional, and system tests.
	• Collaborate with the Customer Product Manager to create a proposed scope for future sprints, including a set of user stories that are ready to be assigned.
	• Provide guidance to help the Customer Product Manager to manage the backlog
	• Identify impediments to engagement delivery progress.
	• Continuous refinement of the effort estimate (effort remaining) of user stories based on the progress of the development, dependencies and architectural constraints/needs.
	• Explore external dependencies.
	• Review and refine the risk list.
	• Continuous collaboration with the customer to reassess the remaining resource capacity considering the progress of delivery, refined product backlog and clarity on the requirements.
	• When appropriate, use the deployment process to deploy the Product to the agreed upon environment(s).
	• At the end of a sprint following activities will be conducted:
	   ○ **Sprint review** – A sprint review meeting is a single meeting held at the end of the sprint to inspect the increment and adapt the product backlog if needed. The Microsoft Product Manager (mandatory) and Customer stakeholders (optional but recommended) will attend (see Delivery sprint completion section for details).
	   ○ **Sprint retrospective** – The sprint retrospective is an opportunity for the scrum team to inspect itself and determine if there are any improvements that need to be enacted during the next sprint.
	• Complete the Data Protection Questionaire.

Category	Description
Customer activities The activities to be performed by the Customer	• Help refine user stories and provide timely clarifications. • Provide updated background information, documentation, and business requirements. • Collaborate with Microsoft to create the proposed scope for future sprints. • Provide help removing any impediments. • Support the Microsoft team with deployments to the agreed upon environment(s). • Conduct User Acceptance Testing on completed Backlog Items according to the UAT cycle defined in the release plan. • Attend the sprint review meetings and provide feedback • Attend information gathering and design review sessions. • Provide Microsoft with access to the completed architecture documents and security policy recommendations.
Key assumptions	• Customer representatives, especially the sponsor, will be available throughout the duration of the sprint. • The backlog will be continuously refined in each sprint, which may result in changes to overall scope and changes to required capacity.

2.1.5. Testing and defect remediation

Testing

The following kinds of testing are included in the engagement.

Test type	Description	Responsibility		
		Has responsibility for testing?	Provides test data and test cases	Provides guidance and support
Validation testing (production)	Test cases run in the production environment to validate that the service management solution is functioning as designed.	Customer	Customer	Microsoft
Functional testing	Tests performed by a feature team within a delivery sprint to validate the product features function in accordance with the acceptance criteria defined in the features and user stories.	Microsoft	Microsoft	Microsoft
System testing	Tests performed to validate that the deployed solution operates as designed, across functionality delivered by different feature teams. For a small number of	Microsoft	Microsoft	Customer

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Test type	Description	Responsibility		
		Has responsibility for testing?	Provides test data and test cases	Provides guidance and support
	feature teams, this also happens within the delivery sprint.			
UAT	UAT will be conducted over the course of the engagement according to the UAT timeframes agreed upon during Product Baseline Planning (as described in the Product Baseline Planning section). Feedback from UAT (defect or new user stories) and other backlog items will be prioritized in the product backlog.	Customer	Customer	Microsoft

Defect remediation

Defects found during a delivery sprint, because of functional and system testing are fixed within the delivery sprint itself. Defects found during UAT, or defects found in production, will be prioritized by the appropriate product managers, and become part of the backlog for the feature teams.

Priority	Description
High	These are considered blocking or significant defects and must be prioritized over any user stories during sprint planning and capacity planning by the feature team. If found during UAT, they must be fixed prior to production deployment. If found in production, they must be fixed in the next development sprint.
Low	These are lower priority defects that don't need a mandatory fix before being deployed in production. However, there should be a fixed capacity in every sprint to fix these defects if they exist. This ensures that technical debt is not accumulating.

2.2. Deliverables

Microsoft will provide the following.

Name	Description	Acceptance Required
Sprint completion report	This report lists the in-scope items that have been completed during the sprint, any planned work that was	No

Name	Description	Acceptance Required
	not completed, and any engagement risks or problems. This report is produced as an output of each sprint.	

2.3. Completion and Definition of Done

2.3.1. Delivery sprint completion

As part of each Sprint Review, the feature team will review and demonstrate each backlog item completed in the delivery sprint and confirm whether it is considered done using the Definition of Done agreed during Product Baseline Planning. Each backlog item that is done will be recorded as such in Azure DevOps. The results will also be captured as part of the sprint completion report. The feature team will also review the progress made towards the higher-level objectives through a review of feature progress, service-level objectives, and other related telemetry as applicable.

The status of each completed backlog item must be updated in Azure DevOps within three (3) days after the sprint review meeting is complete.

2.3.2. Backlog item completion

Backlog items do not require formal sign-off or Customer acceptance when they are completed by the feature team. Any defects found in a finished backlog item will be added to the backlog as a defect and prioritized by the Product Manager/s with the other backlog items. A finished backlog item may also prompt the Product Manager/s to add additional backlog items to enhance the solution.

2.4. Timeline

The timeline for this engagement is relative to the engagement start date. All dates and durations provided are estimates only. The specific timeline will be finalized during Product Baseline Planning and will be updated as part of core engagement planning activities.

We will provide the Microsoft team described in the Engagement organization section for a period not to exceed **17 weeks** or until the capacity defined in the Work Order is consumed. The Microsoft team will work on the important outcomes you define as described in the Engagement outcomes section.

The high-level timeline of the engagement is depicted in the following image:

Engagement start   Engagement end

Engagement initiation

Product Baseline Planning

Delivery sprints

Sprint 1   Sprint N
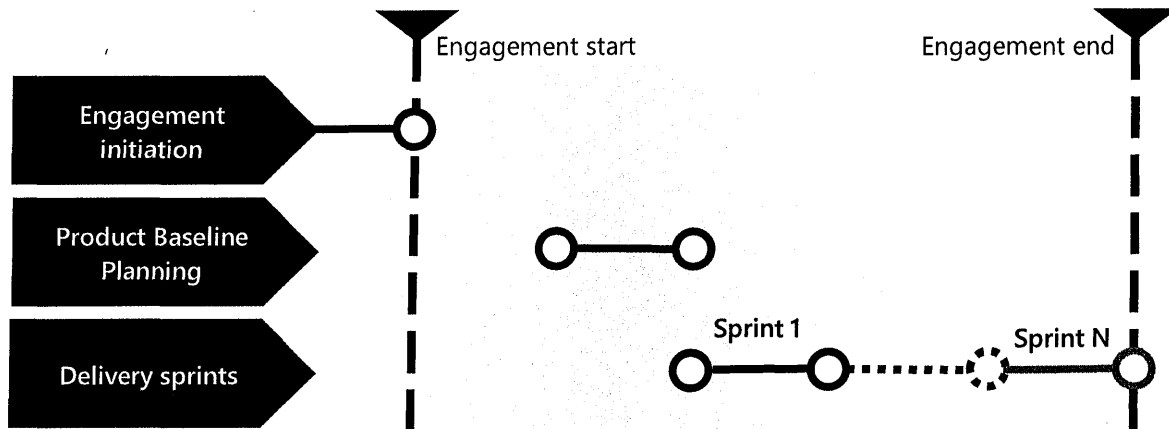
3. Engagement governance

The governance structure and processes the team will adhere to for the engagement are described in the following sections.

3.1. Engagement communication

In addition to the communication mechanisms built into the Delivery approach, the following will be used to communicate during the engagement:

- **Communication plan** – this document will describe the frequency, audience, and content of communication with the team and stakeholders. It will be developed by Microsoft and the Customer as part of engagement planning.
- **Status reports** – the Microsoft team will prepare and issue regular status reports to engagement stakeholders per the frequency defined in the communication plan.
- **Status meetings** – the Microsoft team will schedule regular status meetings to review the overall engagement status and open problems and risks per the frequency defined in the communication plan.

3.2. Risk and issue management

The following general procedure will be used to manage active engagement issues and risks during the engagement:

- **Identify** – identify and document engagement issues (current problems) and risks (potential events that impact the engagement).
- **Analyze and prioritize** – assess the impact and determine the highest priority risks and issues that will be managed actively.
- **Plan and schedule** – decide how to manage high-priority risks and assign responsibility for risk management and issue resolution.
- **Track and report** – monitor and report the status of risks and issues.

- **Escalate** – escalate to engagement sponsors the high impact issues and risks that the team is unable to resolve.
- **Control** – review the effectiveness of the risk and issue management actions.

Active issues and risks will be monitored and reassessed on a weekly basis.

3.3.   Change management process

The Microsoft agile approach does not guarantee that all items defined in the product backlog will be completed, nor that all engagement outcomes will be achieved. Should the Customer decide to continue work after engagement completion described in the Engagement completion section, the Customer may request a change, as described in the process below.

During the engagement, either party can request, in writing, additions, deletions, or modifications to the services described in this SOW ("change"). Approved changes will be managed through amendments and could lead to additional costs and schedule impacts. We shall have no obligation to commence work in connection with any change until the details of the change are agreed upon in an amendment signed by the authorized signatories from both parties.

Within three (3) consecutive business days of receipt of the proposed amendment, you must either indicate acceptance of the proposed change by signing the amendment or advise us not to perform the change. If you advise us not to perform the change, we will proceed with the original agreed upon services only. In the absence of your acceptance or rejection within the previously noted time frame, we will not perform the proposed change.

3.4.   Escalation path

The Product Managers, Executive Sponsor, and other designees will work closely together to manage engagement issues, risks, and change requests as described previously. The Customer will provide reasonable access to the sponsor(s) to expedite resolution. The standard escalation path for review, approval, or dispute resolution is as follows:

- Feature team member (Microsoft or the Customer).
- Product Manager (Microsoft and the Customer).
- Executive steering committee.

3.5.   Engagement completion

Microsoft will provide services defined in this SOW to the extent of the fees available and the term specified in the Work Order. If additional services are required, the Change management process will be followed, and the contract modified. The engagement will be considered complete when at least one of the following conditions has been met:

- All fees available have been utilized for services delivered and expenses incurred.
- The term of the engagement has expired.
- No additional backlog items remain to be assigned to a sprint.

- The Work Order has been terminated.

Due to the nature of the agile delivery, the final backlog items produced at the time of the conclusion of the engagement may or may not include the completion of all the items in the backlog. The Microsoft team will rely on the Customer to keep an updated and prioritized set of engagement outcomes so that the most important backlog items can be completed during the engagement to support the most important outcomes.

4. Engagement organization

4.1. Engagement staffing

Microsoft will provide the required skills to help the Customer build feature teams to become a product-centric organization. Feature teams will consist of both Customer and Microsoft delivery resources.

The Customer will provide overarching product management. The Product Managers are responsible for the alignment with the strategy and objectives communicated by the Customer Product Manager.

The role descriptions for the engagement are shown in the Roles and responsibilities section. The capacity available for each Microsoft resource is specified in the Work Order. If more resource capacity is needed, it can be added through the Change management process.

4.2. Executive steering committee

The executive steering committee provides overall senior management oversight and strategic direction for the engagement. The executive steering committee for the engagement will meet per the frequency defined in the communication plan and will include the roles listed in the Engagement roles and responsibilities section later in this document.

Stakeholder review session will occur a minimum of monthly. This meeting should be scheduled in the first week of the engagement. Topics covered should include:
- Show what has been delivered.
- Get feedback directly from executive sponsor.
- Approve major epics.

Role	Organization
Executive Sponsor	Customer
Executive Sponsor	Microsoft
Engagement Owner	Customer
Product Manager	Customer

Role	Organization
Technical Lead/Architect	Microsoft

4.3. Product Council

The Product Council is the function dealing with latest product prioritization, business justification, planning, verification, forecasting, pricing, product launch, and marketing of a product or products at all stages of the product lifecycle.

Ultimately, the Product Council is formed to define and share the product strategy and roadmap and making decisions to resolve any conflicting product priorities that are currently in play.

Role	Organization
Product Manager	Microsoft
Product Manager	Customer
Product Line Architect	Microsoft

4.4. Feature team

Microsoft uses a feature team approach to deliver the engagement. A feature team is an autonomous and empowered unit that has all the capabilities to design, test, and release features designed to reach customer outcomes. A feature team consists of a Product Manager, Technical Lead, and multiple engineers with various development, test, deployment, infrastructure, security, data, and operation skills.

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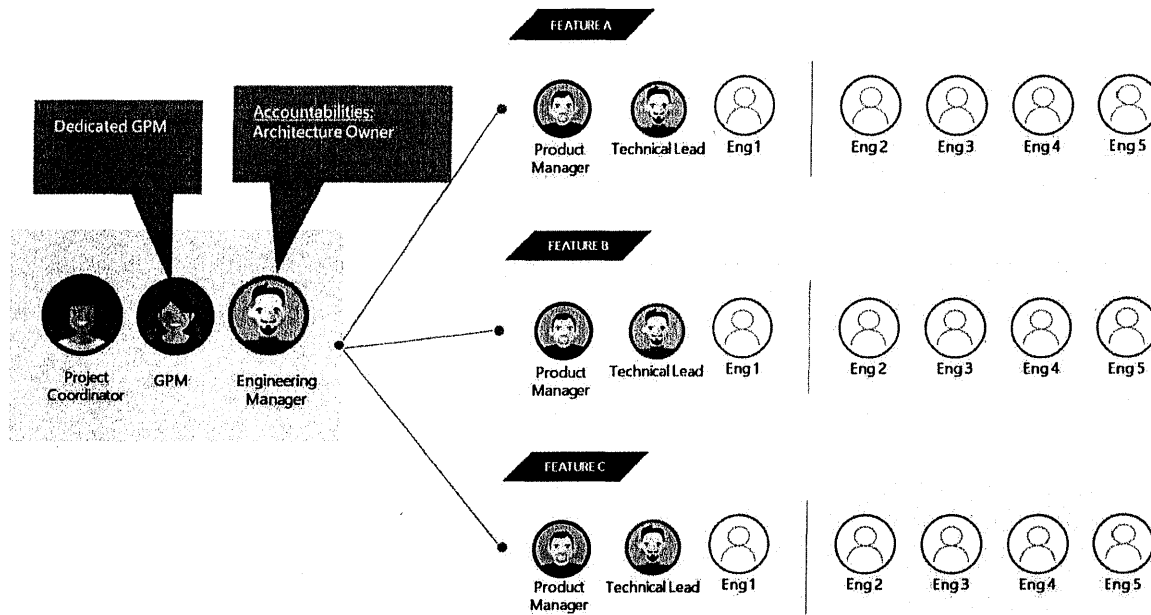
We will provide 2 feature teams to reach the desired outcomes for this engagement, depending upon the number of outcomes, velocity, timeline, and budget. Customer will provide a designated Product Manager for each feature team to support application and feature prioritization. If additional feature teams are needed to deliver the desired outcomes, the Change management process can be leveraged.

4.5. Engagement roles and responsibilities

The key engagement roles and the responsibilities are as follows.

Role	Responsibilities	Responsible Party
Executive Sponsors	• Participate in the executive steering committee. • Serve as a point of escalation to support clearing engagement roadblocks. • Serve as a final arbiter of engagement issues. • Make decisions about the engagement strategic direction. • Approve significant change requests.	Both Customer and Microsoft
Delivery Executive Manager	• Single point of contact/accountability for service delivery • Has oversight across all service delivery resources. • Escalation point for delivery issues. • On point to drive customer satisfaction – both what is being delivered, and how it is being delivered.	Microsoft

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Role	Responsibilities	Responsible Party
	• Lead engagement quality reviews with customer executive sponsor to assist with Conditions of Satisfaction.	
Customer Product Manager	• Determines the north star for the product-centric transformation based on the trinity of people, process & technology. • Drives business outcomes by identifying. • Defines the product vision and strategy, including objectives & key results (OKRs) to provide clarity, focus, and alignment according to strategic customer priorities. • Aligns all activities to meet specific business value-driven requirements. • Aligns with business units for sponsorship and budgeting. • Effectively communicates, collaborates and aligns with all relevant IT and business stakeholders. • Establish and maintain an effective and functioning inner sourcing and feedback loop process to harvest and improve product capabilities.	Customer
Product Line Architect	• Partner with the Customer Product Line Architect and Product Manager to understand business needs and solution requirements and assist with technical governance. • Advises the Customer Product Managers around Microsoft Cloud technical aspects. • Works closely across feature teams to help maintain consistency and progress. • Serves as the technical person responsible for User Story / PBI scope decisions during sprint planning and define acceptance criteria for work items. • Assists the Product Managers on prioritization of scope, management of backlog. • Facilitates conversations between various product stakeholders so that the Product Managers can make an informed decision.	Microsoft
Project Manager	• Manages and coordinates the overall engagement and delivers it on schedule. • Takes responsibility for Customer resource allocation, risk management, engagement	Customer

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Role	Responsibilities	Responsible Party
	priorities, and communication to executive management. • Coordinates decisions within 3 business days, or according to an otherwise agreed-upon timeline.	
Microsoft Security Consultant	• Provide guidance and assistance to the engagement team to perform all the Secure by Default activities.	
Project manager	• Manages and coordinates the overall Microsoft engagement and deliver it on schedule. • Takes responsibility for Microsoft resource allocation, risk management, engagement priorities, and communication to executive management. • Coordinates decisions within three (3) business days, or according to an otherwise agreed-upon timeline.	Microsoft
Feature Team		
Product manager	• Manages and prioritizes the product backlog. • Serves as the primary person responsible for User Story / PBI scope decisions during sprint planning. • Single point of contact for decisions about product backlog items and prioritization. • Defines acceptance criteria for work items, especially user stories. • Actively participates in all sprint reviews. • Responsible for planning UAT and providing appropriate customer resources across sprints for testing. • Assists the Customer on prioritization of scope, management of backlog.	Customer assisted by Microsoft
Scrum master	• Lead the feature team using a disciplined Scrum process. • Collaborate closely with the Customer to manage the product backlog. • Facilitates the daily standup. • Helps the team maintain the burndown chart. • Sets up retrospectives, sprint reviews or sprint planning sessions.	Microsoft

Role	Responsibilities	Responsible Party
	• Shields the team from interruptions during the sprint. • Removes obstacles that affect the team. • Walks the Product Manager/s through more technical user stories.	
Technical lead	• Partner with the Customer to understand business needs and solution requirements and assist with technical governance. • Helps evaluate implications of trade-off decisions and assists in prioritizing product backlog. • Serves as the technical person responsible for User Story / PBI scope decisions during sprint planning and define acceptance criteria for work items. • Facilitates conversations between various product stakeholders so that the Product Managers can make an informed decision. • Enables DevOps standardization (e.g., DevOps taxonomy, DevOps principles and practices). • Advises the Customer around Microsoft Cloud technical aspects.	Microsoft

Engineers	• Responsible for design, implementation, test, and deployment to production following DevOps principles.
	• Provides the required skills and becomes an active member of the Feature Team
	
	    o **Azure infrastructure**
	    o **Azure security**
	    o **Azure application architecture**
	    o **Automation**
	    o **SOC Governance and Operational Readiness**
	
	• The feature team engineering skills and/or skills-mix will vary throughout the engagement dependent on work needs.
	• All team members participate in all sprint reviews.
		Microsoft

Subject Matter Experts (SME)	• Provides ongoing guidance to the Microsoft feature team(s). • Participates in all sprint reviews.	Customer

5. Customer responsibilities and engagement assumptions

5.1. Customer responsibilities

In addition to Customer activities defined elsewhere in this SOW, the Customer is also required to:

- Provide information.
  - o This includes accurate, timely (within **three (3) business days** or as mutually agreed upon), and complete information required for the engagement.
- Provide access to people and resources.
  - o This includes access to knowledgeable Customer personnel, including business user representatives, and access to funding if additional budget is needed to deliver the engagement scope.
  - o Acquire and install the cloud capacity that is needed to support the environments as defined in the Technology requirements and Environment requirements section of this SOW.
- Provide access to systems.
  - o This includes access to all necessary Customer work locations, networks, systems, and applications (remote and on-site).
- Provide a work environment.
  - o This consists of suitable workspaces, including desks, chairs, and Internet access.
  - o Or provide required equipment for security-enhanced remote connectivity.
- Manage non-Microsoft resources.
  - o The Customer will assume responsibility for the management of all Customer personnel and vendors who are not managed by Microsoft.
- Manage external dependencies.
  - o The Customer will facilitate any interactions with related engagement or programs to manage external engagement dependencies.
  - o Troubleshoot systems that are not being developed by Microsoft.
  - o Confirm regulatory compliance.
  - o Provide standard product training.
- Organizational change management
  - o Redesign or re-engineering of business processes.
  - o Designing – or redesigning – the functional organization.
  - o Planning or undertaking of end-user communications.
- Other general responsibilities.
  - o The Customer will assign a team to collaborate on the engagement with the Microsoft team.
  - o Monitor network activity.
  - o Provide application support.
  - o Responsible for the financial costs associated with hardware purchasing, software licensing, or purchasing of Microsoft or third-party tools.
  - o Bug fixing and troubleshooting problems that are related to applications or other third-party software, hardware products, or applications that are not explicitly mentioned as in scope.
  - o Prepare documentation about processes, standards, policies, or existing guidelines.
  - o Designing, configuring, integrating, deploying, or fixing issues in commercially available third-party software.

o   Modifications to third-party systems and/or external interfaces to support integration.
o   Data Cleansing and Data Migration activities.
o   Plan, design, customize, enhance, troubleshoot, or resolve problems that are related, but not limited, to supporting the infrastructure listed here:
   ▪   Firewalls
   ▪   Storage area networks
   ▪   Networks
o   Design, install, and configure the environment (other than development and system testing).

5.2.   Engagement assumptions

The engagement scope, services, fees, timeline, and our detailed solution are based on the information provided by the Customer to date. During the engagement, the information and assumptions in this SOW will be validated, and if a material difference is present, this could result in Microsoft initiating a change request to cover additional work or extend the engagement duration. In addition, the following assumptions have been made:

- Workday:
  o   The standard workday for the Microsoft feature team is between **9 AM and 6 PM**, Monday through Friday, local time where the team is working.
- Remote working:
  o   The Microsoft feature team may perform services remotely.
  o   If the Microsoft feature team is required to be present at the Customer location on a weekly basis, resources will typically be on site for three nights and four days, arriving on a Monday and leaving on a Thursday.
  o   The place of performance under the Statement of Work may be at a Microsoft facility, a Customer's facility, **a US Government facility,** or various remote and off-site locations (including Microsoft employee home offices).
- Language:
  o   All engagement communications and documentation will be in English. Local language support and translations will be provided by the Customer.
- Staffing:
  o   If necessary, Microsoft will make staffing changes. These may include, but are not limited to, the number of resources, individuals, and engagement roles.
  o   We have presumed that the design and implementation work will be performed primarily by MCS. We have, however, assumed some level of involvement from Customer personnel, as detailed in the Customer responsibilities section of this SOW. We have not accounted for any internal costs of that involvement.
- Informal knowledge transfer:
  o   Customer staff members who work alongside Microsoft staff will be provided with information knowledge transfer throughout the engagement. No formal training materials will be developed or delivered as part of this informal knowledge transfer.
- Known standards:
  o   Microsoft has expectations of utilizing Azure DevOps, Azure Pipelines and may use GitHub for a standard delivery.

- o Time will be required to learn the client tooling and backlog if there are deviations from Microsoft standards. This time was not included in the estimation.
- Other assumptions:
  - o All engagement resources will have the appropriate level of security access needed to complete engagement-related efforts.
  - o In addition to engagement team members, Customer shall allow Microsoft internal systems to access the mutually accessible delivery platforms/tools used for this engagement.
  - o Microsoft will read, store, and share necessary delivery insights on the work artifacts and products generated as part of this engagement (e.g.: test cases, code base, pipelines) that are hosted on the mutually accessible delivery platforms like Azure DevOps, Jira, GitHub etc.
  - o The gathered data and the generated insights will be made available to the customer during the duration of the engagement and will be purged based on explicit customer request or the end of the engagement.
  - o Holidays, vacation, and training time have not been factored into this SOW.
  - o All work is to be contiguously scheduled. Any breaks in the engagement calendar must be scheduled four weeks in advance, or it will be billed without interruption.
  - o Customer required compliance training for highly regulated industries is not included in the estimation. This includes:
    - Security training
    - Internal onboarding
    - Financial compliance training
    - Healthcare compliance training
    - Procedures outside of Microsoft standard compliance
    - Background checks / Fingerprinting / Badging / Authentication

- Customer agrees that Microsoft, may associate Customer's Online Services with Professional Services accounts through configuration of the Customer's subscriptions, Azure resources and/or deployed applications.
- Browser compatibility testing has not been estimated as part of the current duration. This may be added but it will affect the overall duration of the engagement in terms of the established budget.

- The Customer will meet the necessary requirements to help make sure the solution design meets regulatory requirements.
- If localization support is required – support for additional languages, for example – it will be added to the product backlog and implemented as part of regular sprint work.
- Azure Services and Technology
  - o Azure services and Azure-supported Microsoft technologies will be used to develop the solution.
  - o The components to be developed by Microsoft will be cloud-hosted.
  - o Microsoft will not modify any existing code base that was not produced by the MCS team.
- Azure DevOps
  - o Either the Customer will provide a Microsoft Azure DevOps Services account that is accessible by all team members, or Microsoft will provide an account (with possibly limited access for the Customer.)

6. Definitions and acronyms

Acronym	Description
ALM	Application lifecycle management
Backlog or Story Scope	The requirements or features defined in the product backlog.
UAT	User acceptance test
DoD	Definition of Done
DoR	Definition of Ready
EFUs	Epics Features User Stories
Engagement Scope	The overall vision / scope of the engagement or solution being created.
SME	Subject matter expert
SOW	Statement of Work
PM	Product Manager
WO	Work Order
PBIs	Product backlog items

7. Exhibits

7.1. Initial product backlog

The following table represents the initial product backlog to be validated and prioritized during product baseline planning. The backlog items may be revised at any time based on direction from the Pima County, and they may not all be completed during the engagement. There may also be additional backlog items included during the engagement that have a greater priority for the Pima County than those listed below. The product backlog is maintained and updated throughout the engagement based on priorities set by the Pima County following the agile approach described in the *Delivery approach* section.

No.	Item	Description
Epic	Privileged Access Workstation	Assess

No.	Item	Description
Feature		Assess
Feature		Plan
Feature		Build
Epic	Technology Deployment	
Feature		Defender for Identity
Feature		Azure AD Identity Protection
Feature		Defender for Endpoint
Feature		Defender for Cloud
Feature		Intune Device Management
Feature		Azure Sentinel
Epic	Modern Service Management	
Feature		SOC Planning: SOC Policies
Feature		SOC Planning: Operations Model Roles and Responsibilities
Feature		SOC Planning: Communication Strategy
Feature		SOC Operational Processes
Feature		SOC Planning: Readiness Skills and Education
Feature		SOC Planning: Governance Model
Epic	SOC Monitoring	
Feature		Security Administration and Operations

MCS on Premier Exhibit (PIMA-Azure Secure Administrative Environment) (2)

Final Audit Report   2022-11-14

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By:	Adriana Chaves Quesada (v-adrcha@microsoft.com)
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