



Proactive Service Managementsm Statement of Work

Prepared For



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Prepared By

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This SOW is valid for 30 days. After 30 days, T4S reserves the right to reassess the scope and pricing due to possible changes in the environment.

T4S Partners



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Executive Summary

In conjunction with The City of Columbus' consideration to purchase the Ivanti Neurons for ITSM (IN4I) platform and our ongoing conversations with the City of Columbus team, this Statement of Work (SOW) describes the T4S Partners scope of effort to leverage the Ivanti functionality for your implementation of the IN4I software platform. City of Columbus (CLIENT) has chosen to improve upon current systems by implementing an ITIL-compliant IT Service Management platform that will allow for integrated functionality across key systems, improve process maturity, leverage process automation, and enhance portal and reporting capabilities.

T4S will install up to 3 Ivanti environments on-premises and build the out of the box (OOTB) system. In addition to conducting the design workshops and implementing the solution as agreed after the design workshops, T4S will do the following:

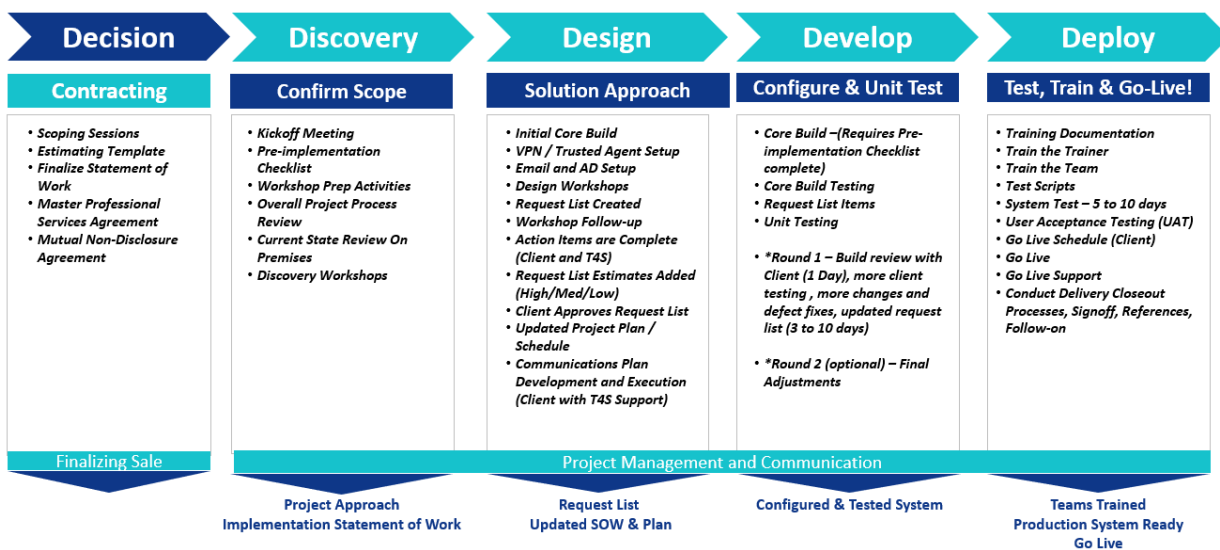
- Perform high-level system assessment of Cherwell where the intent is to identify objects or functionality to discuss whether they are needed in Ivanti. Note: There is no desire to move everything in Cherwell to Ivanti. The features to be implemented will be confirmed as part of the Design Workshops and documented in the T4S Request List only.
- Implement and/or Support a number of integrations as indicated in later sections
- Conduct Service Catalog Workshops
- Lead discussion on CMDB population Strategy and provide Recommendations

This Proactive Service ManagementSM project will improve upon the foundation for the IN4I platform within City of Columbus. The activities described within this document cover the activities and outcomes needed to deliver the operational benefits to City of Columbus throughout the implementation.

The T4S Proactive Service ManagementSM (PSM) implementation methodology will be used for this project. PSM is a practical implementation approach that includes a set of repeatable processes and techniques to analyze business problems, then develop and deploy solutions based upon ITIL and ITSM leading practices. PSM follows a phased approach that aligns with the Phases below.

T4S Methodology

The T4S Proactive Service ManagementSM implementation methodology will be used for this project. Proactive Service ManagementSM is a practical implementation approach that includes a set of repeatable processes and techniques to develop and deploy solutions based upon ITIL and ITSM leading practices. Below is a high-level depiction of the T4S multi-phase methodology along with the general activities and deliverables. The specific activities for this project are described in later sections of this SOW.



Scope

In order to clearly define the scope of this Statement of Work, In Scope and Out of Scope areas for this project are defined below. Anything not listed as In Scope above is Out of Scope for this Statement of Work.

Project Area	In Scope	Out of Scope
ITIL Processes		
Incident Management	☒	☐
Service Request	☒	☐



Statement of Work for City of Columbus

Project Area	In Scope	Out of Scope
Problem Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Knowledge Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SLA Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service Catalog	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Change Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service Asset and Configuration Management (CMDB)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Release Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Project Portfolio Management (PPM)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Governance, Risk and Compliance (GRC)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Security Operations Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Service Catalog Workshops	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Chat Configuration	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Integrations		
Active Directory – User/Customer Import	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Active Directory – User/Customer Authentication	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SSO – User and Customer Authentication	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Email	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Email Monitoring (Basic)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Email Monitoring (Parsing)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Provide support to client for Dayforce Integration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cocopuffs Integration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Department List Integration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
User Access		
Web Portal	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mobile Support –Users	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dashboards and Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Statement of Work for City of Columbus

Project Area	In Scope	Out of Scope
Ivanti Marketplace Packages		
Any	<input type="checkbox"/>	<input checked="" type="checkbox"/>

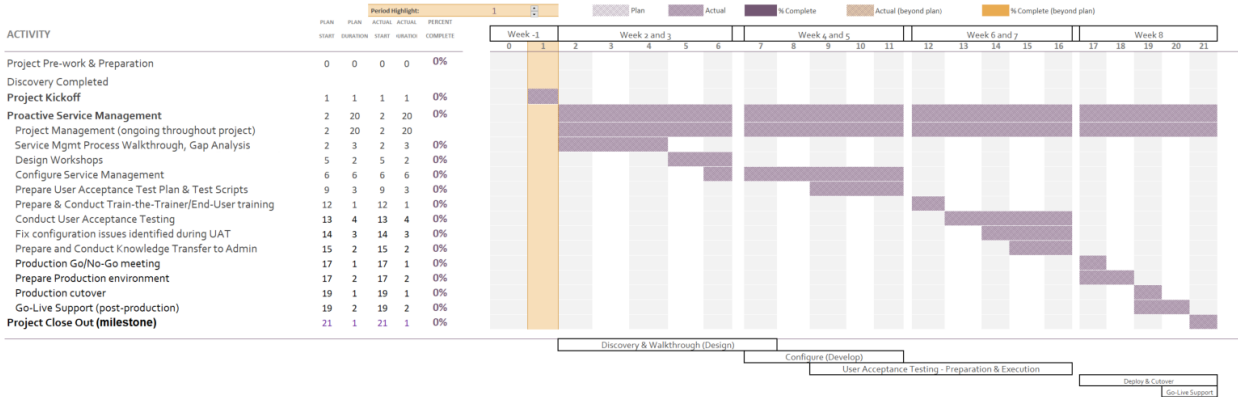
Anything not listed as In Scope above is Out of Scope for this Statement of Work.



Timeline & Major Milestones

Below is a representative project timeline.

Proactive Service Management Project Timeline



T4S Partners and Client will agree to specific dates along with the corresponding activities and tasks once the Statement of Work is completed.

- Project Start.....Desired to be at start of Q1 2024
- IN4I Pre-Requisites Completed TBD
- IN4I Product Walkthrough and Design Workshops TBD
- IN4I Configurations and Unit Testing TBD
- User Acceptance Testing TBD
- Go live and post-production support..... Planned by end of 2024

T4S Partners and Client will revise initial timeline and effort estimates, if needed, based on results from product walkthrough and design sessions. As discussed, T4S Project Manager will create a project schedule showing milestone dates.

Project Activities

The following table defines the Proactive Service ManagementSM implementation activities and tasks that are expected to be completed during this project. The primary responsibilities for **City of Columbus** and T4S Consultant(s) are listed in the Project Team Roles section below.

Description
DISCOVERY – Pre-Work and Kickoff
<ul style="list-style-type: none"> ▪ City of Columbus <ul style="list-style-type: none"> ○ Provide Current Service Catalog ○ Provide available Current State System Documentation ○ Confirm final processes and project scope ○ Identify and schedule City of Columbus Team resources ○ Provide credentials for accounts to be used
<ul style="list-style-type: none"> ▪ T4S Partners <ul style="list-style-type: none"> ○ Review Current System Documentation ○ Confirm and finalize processes and project scope ○ Finalize initial project timeline ○ Schedule workshops and complete agenda preparation
<p>Assumptions</p> <ul style="list-style-type: none"> • System access will be provided by the start of the workshops <ul style="list-style-type: none"> ○ URLs and credentials ○ VPN Access to servers if on-premises installation



IN4I Product Walkthrough and Design Workshops (Design)

T4S Partners Consultant(s) will conduct an interactive product review with Client's Subject Matter Experts to review the Ivanti IN4I out-of-the-box functionality and capabilities. This is a time-boxed effort with the general timeframes listed below. Emphasis will be placed on transferring knowledge to Client staff related to leading practices in designing and configuring Ivanti's application in an out-of-the-box manner.

The planned typical workshop schedule is shown below along with further details on each workshop topic.

Day 1	Day 2	Day 3	Day 4
Kickoff, Agenda and Ground Rules Foundational Objects Incident Management	Service Request Service Catalog Request Offerings Ability for users to interact with the system via email (e.g. assign themselves to a ticket or task, update journal note as Read)	Pre- Implementation Checklist Review Knowledge Management Integrations Cocopuffs to pull login info, IP address and hostname for calling user's computer based on sending SAMAcct name.	Release Management Change Request Asset & Configuration Management
Incident Management continued SLAs Customer Surveys Email Monitoring End of Day Review	Problem Management Customer Portal including Tableau iFrame End of Day Review	Integrations continued Pull Department Data from external system Process to allow an agent to assign themselves to a ticket or task via email. Allow an agent to make a journal as read from an email. Support for Dayforce Integration End of Day Review	Dashboards and Reports Next Steps End of Day Review

It is assumed that client will have a Subject Matter Expert (SME) that is familiar with the current system, involved in the entire Product Walkthrough and Design Workshop as well as throughout the duration of the project.

Core Build and Reference Data

- Review Pre-Implementation Checklist Items
- Task fields and workflow process
- Email Configuration (outbound)
- Employee fields (determine data source: LDAP, CSVs)
- Teams and Approval Groups

Incident Management

- Review out-of-the-box functionality
- Incident Management processes
- Priority Model
- Incident Status Values
- Triaging and Functional Escalations
- SLA's (response and resolution)
- Master Incident
- Activity History
- Notifications
- Searches
- Templates
- Review layouts, forms, fields, logic
- Email monitoring & ticket creation
- Email notification (e.g., assignment to relevant team or technician, email to Clients)

Service Request Management

- Review out-of-the-box (OOTB) functionality
- Service Catalog – Self-Service Portal
- Client is expected to have reviewed their service catalog and have documented any requested changes and/or rules for notifications before the start of the Product Walkthrough Design workshops.
- Request Offering Types
- Approval Workflow Process
- Notifications
- Status values
- Review layouts, forms, fields, logic

Knowledge Management

- Review out-of-the-box (OOTB) functionality
- Approval Workflow Process

Problem Management

- Review out-of-the-box (OOTB) functionality

Change Management

- Review out-of-the-box (OOTB) functionality
- Review forms, fields
- Change Status Values and Transitions
- Approval Workflow Process
- Review layouts, forms, fields, logic

Service Asset and Configuration Management (CMDB)

- Review out-of-the-box (OOTB) functionality
- Review layouts, forms, fields, logic
- Review CI types and CI attributes

Event Management

- Review out-of-the-box (OOTB) functionality
- Review layouts, forms, fields, logic

Integrations

- Cocopuffs Integration: Discuss how this works in Cherwell and what options may exist in Ivanti
- Department List Integration: Discuss how this is used in Cherwell and how it will be used in Ivanti.

Self-Service Portal planning

- Review out-of-the-box (OOTB) functionality
- Review forms, fields, logic

Service Catalog Workshops

- Framework Workshop: This workshop will set the design foundation to guide the discovery work with the functional teams. This workshop will include T4S Partners and the Client ITSM leadership team.
 - 8 Hour Session
 - Discuss high-level design decisions for Incident/Service Request
 - Discuss high-level design decisions for Portal
 - Discuss high-level design decisions for Service Catalog
 - Discuss high-level design decisions for Team structure
- Team Delegates Orientation: This orientation will introduce Incident/Service Request, Self-Service, Service Catalog, and Team concepts to the identified IT team delegates who will participate in the Service Catalog discovery phase. In addition, this orientation will establish the preparatory work that will be required for the Service Catalog discovery phase.
 - 2 Hour Session
 - Introduce basic ITSM concepts
 - Review Client ITSM framework design (from Framework Workshop)
 - Step-through preparatory materials and expectations for Service Catalog discovery
- Service Catalog Discovery Workshop: This phase will consist of discovery interviews with the delegates of the in-scope IT teams.
 - Maximum of 12, two-hour sessions
 - Review and refine each team's prepared information through guided questioning
 - Address team specific scenarios, concerns, and/or ideas as time permits
- Design Proposal: Based on the findings from the Framework and Service Catalog Discovery Workshops, T4S will prepare the following deliverables:
 - Draft Service Catalog
 - Draft Team Structure
 - Draft Implementation Plan
 - These drafts will be presented to Client. ITSM Leadership Team and iterated no more than twice based on client feedback.

Security Model

- Review Roles required to support Clients and Analysts using IN4I

Dashboards and Reports

- Review out-of-the-box dashboards and reports along with existing Client dashboards and reports to determine if modifications to existing dashboards and reports are required.
- Document desired modifications and/or additional dashboards and reports.

Assumptions

- Business Object names (Incident, Service Request, Change, Problem,) are not to be changed and are okay to be shown throughout the product including the self service portal and emails.
- Key client personnel will be available to participate in these workshop sessions as scheduled.
- Client personnel will be empowered to make appropriate decisions within these workshop sessions.
- If these workshops are delivered onsite at client facility, client Project Manager will facilitate site security, parking access, a safe working environment including workspace, telephone, and network access.
- At the end of these workshops, the plan will be revised if necessary, and any outstanding items will be addressed within an agreed-upon timeframe.
- The Pre-Implementation Checklist will be mostly completed prior to the start of the workshops.
- The Ivanti security settings will be reviewed across a sample in-scope objects defined in this document (e.g. Incident, service request, etc.). The existing Ivanti security groups will be used unless otherwise agreed as part of the Design Workshops.
- No Status Reports or meetings will be necessary for the duration of the workshops.

IN4I Configuration (Develop)

The Ivanti Neurons for ITSM system will be configured per the approved requirements agreed in the Product Walkthrough and Design Workshops. Unless otherwise indicated, T4S will do the implementation work described.

Core Build

- Active Directory Configuration (Importing and Authenticating Customers and Users)
- Email Accounts (Test and Production)
- Email monitoring & ticket creation
- Teams
- Users
- Customer Import and Scheduled Jobs
- SLAs/Priorities
- Service Catalog
- For SaaS implementations, assist in setting up the production and non-production Trusted Agents (Client will setup the servers with pre-requisites)
- For On-Premises implementations, T4S will assist by installing the Ivanti software on production Ivanti servers using the DMZ with Reverse Proxy Servers configuration show here: [Security Enterprise Production Deployment \(ivanti.com\)](http://www.ivanti.com/SecurityEnterpriseProductionDeployment). Non-production servers will use the non-load-balanced, three tier configuration (one UI server, one Processing server and one DB server)
- Client will setup the Servers with pre-requisites, the reverse proxies, the load balancers and the database server.

Incident Management

- Implement Incident Management with modifications as approved in the Product Walkthrough and Design Workshop
- Implement Default SLAs in support of Incident Management.

Service Request

- Implement Service Request with modifications as approved in the Product Walkthrough and Design Workshop
- Implement Default SLAs in support of Service Request.

Problem Management

- Implement out-of-the-box Problem Management with modifications as approved in the Product Walkthrough workshops



Knowledge Management

- Implement out-of-the-box Knowledge Management with modifications as approved in the Product Walkthrough workshops

SLA Management

- Implement out-of-the-box Service Level Management with modifications as approved in the Product Walkthrough workshops

Service Catalog

- Implement out-of-the-box Service Catalog with minor modifications as approved in the Product Walkthrough workshops

Change Management

- Implement Change Management and Approvals with modifications as approved in the Product Walkthrough workshop

Service Asset and Configuration Management (CMDB)

- Implement out-of-the-box CMDB with modifications as approved in the Product Walkthrough workshop.

Email and Event Management

- Implement Email notifications (e.g., assignment to relevant group or technician, email to Clients) as approved in the Product Walkthrough workshop.

Integration Support

- Client will implement all integrations that initiate from systems outside of Ivanti including the Dayforce integration.
- T4S will provide a timebox of 40 hours to show experienced client REST developers how the Ivanti API works and answer questions as needed within the timebox.

Integrations

- Active Directory: Two domains with up to one OU each.
- SSO: Azure SSO
- Email: On Premises Exchange
- Cocopuffs Integration: In Cherwell, users can create a ticket for a customer having issues with their device and then click an icon that sends the customer's SAMAcct name and pulls last login date and time, IP address and hostname from the Cocopuffs REST API. The user is presented with a list of all computers where that customer has logged in showing the last login and sorted newest to oldest. When the user click one of the choices (usually the most recent), the last login date and time, IP address and hostname are pasted into the end of the existing description field. Client would like similar functionality in Ivanti. While the data can be pulled via this integration, Ivanti may not have all the features necessary to popup a selection list. A creative solution maybe required that is different form Cherwell.
 - The assumption is that there is one API call and client can provide the REST call details as well as a sample response.
- Department List Integration: Call a custom REST API to retrieve a list of departments and update the department object.
 - The assumption is that there is one API call and client can provide the REST call details as well as a sample response

Self-Service Portal

- Implement Self-Service portal enabling users to enter incidents and requests online via the Web interface with modifications as approved in the Product Walkthrough workshop

Security Model

- Configure security settings including users, roles, teams, and approval groups as approved in the Product Walkthrough workshop

Reporting and Dashboard

- Modify reports or dashboards as agreed in the Product Walkthrough workshop.

Proof of Value for CMDB Population Discussion

- Discuss and provide recommendation for discovery and mapping options of using asset data collected by the City in various ways compared to Ivanti Neurons discovery and mapping or a hybrid of both.
- Timeboxed to 4 hours including preparation and post-discussion effort.

Assumptions

- Core Build
 - Teams, Users, SLAs, Service Catalogs and any other items from the pre-implementation checklist are added once. Client or designated 3rd party is responsible for any additions or changes after they are added.
 - The Service Categorization will be loaded one time by T4S Partners. Client shall use the Template provided in the Pre-Implementation Checklist spreadsheet for the service catalog data to be loaded. Client is responsible for ensuring that the data is complete, contains no typographical errors, no duplicate entries, no spaces at the end of any entries, all team names match the team names provided and no special characters such that the file will import with no modifications needed. After the one-time load, any other modifications needed will be performed manually by client using the Ivanti Client.
 - It is highly recommended that clients create descriptions for Service, Category and Subcategory. Client may also consider creating icons for each Request Offering. T4S Partners may load the icons at an additional cost as agreed in the request list.
 - All data provided to T4S Partners must be provided using the T4S Partners supplied templates in the document in which they are provided including the pre-implementation checklist. Templates shall not be modified other than adding data.
 - Up to 40 teams may be loaded by T4S Partners as part of the project unless otherwise agreed as part of the Design Workshops. Client may add as many teams as needed.
 - Client will provide a list of users with appropriate attributes in a CSV file. T4S Partners will provide a template that must be completed in total by client to include the user's security group (from the available OOTB security groups), default team (which must match exactly the team names provided in the pre-implementation checklist) and other specific information. The CSV file will be loaded once by T4S Partners and client will make changes using the Ivanti Administrative Client after that.
 - Active Directory / LDAP integration assumes two domain controllers with up to one OU each unless otherwise specified in this document.
 - Email integration and Configuration is limited to one Test and one Production email account and associated monitor unless otherwise indicated in this document. Note that Office 365 Shared mailboxes are not best practice by Ivanti and not recommended. If they are used as an email listener, it has to be the primary mailbox on the account that is configured.
 - Client will provide all email addresses needed to support the project within 3 weeks of the start of the design workshops.
- General Configuration
 - Creating Incident Detail forms, Request Offering forms or product catalogs are not included unless otherwise specified in this document.
 - Unless otherwise specified in this document, data migration from any system into the IN4I system is not in scope. Integrations which may push data into the system are in scope see the integrations section.
- Service Catalog Workshops
 - The Service Catalog Workshops do not include any implementation services.
 - The Framework Workshop will not replace the need for a future Incident, Service Request, and/or Portal implementation design workshop beyond the process design described in the Service Catalog Workshop section.
 - The Client ITSM Leadership team or their delegates will complete the preparatory materials satisfactorily prior to their Service Catalog Discovery interview.
 - Workshops will be held via web conference.

- Integration Assumptions:
 - Any external systems to be integrated with Ivanti have well defined and documented REST APIs.
 - Any REST APIs used for integration do not require writing code in any language or changing any other systems other than Ivanti.
 - If client performs REST integration from external systems into Ivanti during this project, all work will be coordinated through T4S Partners.
 - If T4S provides assistance or guidance to CLIENT REST developers, those developers will be experienced REST developers who need limited guidance. Guidance will only be provided relative to Ivanti's REST API and not REST in general. T4S does not provide REST training.
 - Client shall provide all required access and credentials for each production and test system to be integrated within 3 weeks of the start of the Design Workshops
 - When Ivanti must authenticate/login to an external REST API, Basic Authentication is assumed.
 - Client shall provide a development environment with the application to be integrated into, installed and configured to create and test the in-scope interfaces.
 - Client shall provide access to the business and technical subject matter experts who know the system to be integrated in a timely manner to meet the project schedule.
 - Client is responsible for creating views used by Ivanti for integration purposes unless stated otherwise in this document. The view creation includes returning data types and sizes compatible with Ivanti object fields.
 - For any CSV file imports, client is responsible for providing the CSV file suitable for importing into Ivanti which includes but is not limited to field names, data types, and sizes that match the target Ivanti object fields and make sure there are no duplicate records or typographical errors. Only text fields are supported. The data will contain no special characters. The data values will not contain any data that cannot be successfully imported into any validated fields in Ivanti.
 - CSV files will contain no more than 3,000 rows.
 - The layout of the CSV file will not change during the lifespan of this implementation.
 - Client understands that if the CSV file layout is modified, the import will no longer function properly and changes to the import will need to be done by client or through a change order request with T4S.
 - All fields from CSV files will be directly imported into Ivanti as-is and no cleanup activity will need to be performed on the imported data.
 - If CSV file imports are part of the agreed-upon scope, the CSV files will be imported no more than twice.
 - For each Ivanti CI Type to be imported, there will only be one data source.
 - Client will provide one separate server for each Ivanti SaaS environment that meets Ivanti specifications for the Trusted Agents within 3 weeks of the start of the Design Workshops if any on-premises or private cloud systems are to be accessed(e.g., Active Directory, Email, System monitoring, etc.).

Deploy (IN4I Configuration)

Validate that the IN4I system is configured to meet client requirements as approved in Product Walkthrough and Design Workshops

Testing

- **Unit testing**
 - T4S Partners will perform unit testing as each process is designed and implemented. Time for this effort is included in the effort for each task
- **System test plan/script development**
 - Client will be responsible for developing all required System Test plans/scripts.
 - .
- **System testing**
 - **Client will be responsible for planning and performing all system testing.**
 - T4S will provide up to 1 day of support during this phase.
- **User acceptance testing (UAT)**
 - **Client will be responsible for planning and performing all user acceptance testing.**
 - T4S will provide up to 1 day of support during UAT
- **Resolve issues found during testing**
 - T4S Partners will address agreed gaps in scope found during system and/or user acceptance testing.

Assumptions

- T4S Partners will correct agreed issues discovered during testing that are configuration related
- Client will develop system and user acceptance test plans and scripts for the implemented system. Conduct System and User Acceptance Testing.
- Client UAT will be completed within 21 business days from the date in which T4S Partners turns the system over to client for testing. Should UAT go beyond 21 days, client can retain the assigned T4S resource by paying for the additional time; otherwise the resource may be assigned to another project which will require resource scheduling to continue the project. At the end of the 21 business, any other defects or enhancements can be addressed via a scope change.
- The system will be moved to production within 10 business days of the UAT being completed. Go live support must be scheduled at least 10 business days prior to going live.



▪
High-Level Assessment of Cherwell
<ul style="list-style-type: none">▪ Using the T4S Assessment tool, perform a high-level system assessment of Cherwell where the intent is to identify objects or functionality to discuss whether they are needed in Ivanti.▪ Timeboxed to 20 hours
▪
Train the Trainer
<ul style="list-style-type: none">▪ Prepare the Training Template Document▪ Train up to 20 people for each of two four-hour Train-the-Trainer Sessions to show how to use the as-built system. (Client will train the remaining users.)▪ These activities will run in parallel with Client System Testing.▪ Additional training for administrators has been quoted on Order Confirmation Form from Ivanti.
Knowledge Transfer to IN4I Administrator
<ul style="list-style-type: none">▪ Review the as-configured system for Client IN4I Administrator▪ Coach Client IN4I Administrator on system configuration, maintenance, and troubleshooting for email monitors, automated processes and scheduled jobs.▪ Administrators will have successfully completed the Ivanti Administrator training prior to knowledge transfer.▪ Timeboxed to 40 hours▪ These activities will run in parallel with UAT
Go-Live Support
<ul style="list-style-type: none">▪ Go / No-Go Meeting to review UAT results, client readiness, and schedule for production cutover▪ Prepare production environment for go-live cutover (e.g., load user data, start automated processes)▪ Cutover to production (go-live support)▪ Provide remote go-live support
Project sign-off
<ul style="list-style-type: none">▪ T4S Partners and Client to jointly review the implementation and address any outstanding issues or concerns.▪ Client to formally approve project completion by signing T4S Professional Services Project Acceptance form

Project Management
Manage the ongoing project and report the pertinent project management activities on a weekly basis. See Project team Roles and Responsibilities section.
Assumptions
<ul style="list-style-type: none"> Go Live support for this SOW is Time Boxed to 5 consecutive 8-hour business days of standby time starting on the cutover day. Should Client desire additional days of support, this can be handled through a Change Management Authorization or SureSupportSM Agreement

Deliverables and Work Products

The following deliverables and work products will be created as part of this project. Within the first few days of the project, T4S Partners will work with client to finalize the acceptance criteria for each deliverable.

Deliverables	
A tangible work product delivered to client as part of the Project. By way of example, a Deliverable may consist of a plan, a report, a design, or a software module.	
Deliverables that are not rejected within the acceptance period will be considered accepted.	
	Acceptance Period
Updated SOW and Project Schedule (if applicable)	5 Business Days
Design Workshop Summary (Request Workbook)	5 Business Days
User Training Documentation	3 Business Days
Framework Workshop summary document	5 Business Days
Service Catalog Discovery Workshop summary document	5 Business Days
Draft Service Catalog	5 Business Days
Draft Team Structure	5 Business Days
Draft Implementation Plan	5 Business Days
Configured Ivanti Neurons for ITSM System	5 Business Days

Work Products

Writings, notes, memoranda, reports, and meetings in support of completing deliverables.

- Pre-Implementation Checklist
- Discovery Conference Calls
- Project Kickoff Meeting
- Product Walkthrough or Design Workshops
- Revised Scope and Timeline
- Status Reports (including risks and issues)

Project Team Roles and Responsibilities

- **T4S Project Manager** – The T4S Project Manager shall lead the project and work with client to manage the overall project schedule and timeline and all T4S resources. The T4S Project Manager shall be the single point of contact for all non-technical communications including changes in project scope, project status (risks and issues are tracked here), timelines, risk mitigation, and deliverable signoff.
- **T4S Lead Consultant** – Leads the development effort. May lead or participate in the product walkthrough workshops, documents additional requirements, and provides coaching or training related to user acceptance testing. Is solely responsible for managing the Request List.
- **T4S Technical Consultant(s)** - Configures the Ivanti system to meet client requirements, participates in product walkthrough workshops, software configuration, training, and knowledge transfer sessions.

Client Roles and Responsibilities

- **Project Sponsor** – The Project Sponsor provides input and direction to the overall project and coordinates with IT and client company executives.
- **Project Manager** – The Project Manager works with T4S's Project Manager to maintain the project plan and remove any obstacles for client resources and actions. They are responsible for coordinating client resources through the project, coordinating necessary personnel to be available during implementation and go-live window, to participate in a weekly project status meeting and signoff on user acceptance testing and project deliverables. Develop a plan for production rollout and communication to affected parties. Provides input to the Request List. One of the most important roles of the Client Project manager is to make sure that all scope affecting action items documented in the Request List are completed in a timely manner to support the project schedule.
- **Subject Matter Expert(s)** – The Subject Matter Expert provides the expertise required to confirm or provide business, operational and technical requirements and assist with test cases. Provides input to the Request List.
- **ITSM Leadership Team** – The ITSM Leadership team will Participate in the Service Catalog discovery phase of the Service Catalog Workshop stream.
- **ITSM Administrator** – The ITSM Administrator will learn Ivanti's administrative skills as the project progresses. They may be assigned limited project work throughout the life of the project. Provides input to the Request List.
- **System and User Acceptance Tester(s)** – The System User Acceptance Tester(s) assists with developing and executing test cases and performs system testing and user acceptance testing of the implementation based upon the test cases.
- **Trainer(s)** – Participate in the Train-the-Trainer sessions if those are in scope. Trains the remaining users.
- **Organizational Change Manager** – Responsible for creating, managing and executing organizational change activities to prepare the organization for the changes that result from implementing the deliverables of this SOW.

Mutual Responsibilities

In support of the services provided in this SOW, both Client and T4S Partners shall:

- Coordinate any change to this SOW (whether cost impacting or not) with Project Sponsor and process them using the T4S Change Management Authorization Form, once mutually accepted (attached)
- Collaborate to adjust project schedules and re-deploy resources in an expeditious manner in the event of schedule delays that are beyond the control of either party.
- Meet after this project to bring to closure the project and capture, discuss and resolve any project issues that may have arisen.
- Make sure that all work to be performed is either on the Request List or is otherwise specified in this SOW.

Assumptions

Assumptions are the expectations used to develop the project timeline, staffing, and budget estimates. Changes to one or more project assumptions may impact project scope, activities, staffing, schedule, or budget. In this case, T4S Partners will follow the change request process outlined in *Change Control Section*.

1. T4S must manage the Request List when one is produced.
2. Client agrees to read and follow the instructions in the Instructions tab of the Request List when one is produced.
3. Client agrees to read and follow the instructions in the Instructions tab of the Pre-Implementation Checklist.
4. Client understands that the scope affecting action items must all be complete in order to provide a full estimate of the project effort and any delay in completion will delay the project.
5. Client may provide comments in the Request List in the Client Comments column only. Client may provide Priority in the Client Priority Column. No other changes may be made to the Request List including adding columns or rows or modifying any field other than the Client Comments field. Client is responsible for making sure that the T4S is aware of and addresses Client Comments. Only Client Comments that are added to the Title or Description fields by T4S are considered accepted and apply to the development of that Request List Item.
6. The Product Walkthrough / Design Workshops, as well as the UAT Support and Deployment, will be delivered either remotely or on-site (mutually determined) by a T4S Project Manager and Client Project Sponsor. Development work will be performed remotely.
7. All client Action Items identified in the Request List or Status Reports will be completed in a timely manner to support the project schedule.
8. If there are any discrepancies between any sections of this document, e.g., Scope, Workshop Schedule, Workshop Detail, Develop section (Implementation), then the Develop section (Implementation) section takes precedence.
9. When T4S Consultants need to be onsite, the Client Project Manager will facilitate site security, parking access, a safe working environment including workspace, telephone, and network access
10. Client will provide the T4S Consultant(s) with all necessary access, up to and including Administrator privileges, on systems on which they are installing and/or configuring the software. If this access is not granted, a Client employee with these privileges must be available at all times during Installation and code deployment activities
11. No more than one 1-hour status call per week will be conducted after the Design Workshops until turn over for testing. No status meetings will be needed prior to the start of configuration.
12. The network, e-mail, and database administrator(s) shall be available to assist with the installation of Ivanti software and as needed for the duration of the engagement
13. For Clients that are live in production, a SQL backup file exported with no attachments, a non-production environment in SaaS or on-premises must be provided to T4S to use for development/configuration.
14. General Internet access from on-premises installations and to Ivanti SaaS implementations must be allowed during test and production setup to allow access to the latest patches and support services. Internet access on the production deployment may be terminated after configuration work is completed.
15. Client shall not modify the Ivanti Production or Test environments until T4S Partners turns over the system for client work unless otherwise agreed to and appropriate processes are implemented

16. At least one, and preferably two, Client staff that have been trained in Ivanti System Administration shall be available for discussion and reviews during the engagement.
17. T4S Partners reserves the right to determine which of its personnel shall be assigned to any project and to replace, add or reassign such personnel during a project to meet internal needs and project deliverables. The intent is to provide continuity on the project. T4S will make every effort to provide as much advance notice as possible if there is a need to change personnel. Some resources will be assigned for brief periods throughout the project to support parallel development or provide specialized skills. T4S will coordinate with client as these resources need to join or leave the project. Any personnel assigned by T4S Partners to perform the services described herein will be qualified to perform the assigned duties.
18. T4S Partners further reserves the right to subcontract to qualified third persons any part or all the performance of the services described herein.
19. Client shall perform a full back-up of all affected client systems prior to starting the work and regular backups throughout the duration of the project.
20. For on-premises installations, client is responsible for installing the supported version of the SQLServer database and providing an account that has dbcreate privileges.
21. Client shall acquire the required versions of the operating system, Microsoft Exchange, and any other required products listed in the Ivanti Supported Platforms Guide as well as the correct number of licenses. T4S Partners will not provide or install any software or software license that cannot be verified for compliance with copyright or patent laws.
22. For on-premises installations, client is responsible for any DNS aliases, procuring and installing SSL certificates used to access the on-premises servers.
23. Client shall provide effective remote access capability to the on-premises Ivanti instance to configure the system.
24. Company logos provided must be in the size, shape, and formats specified in the Pre-implementation checklist. Client images will not be resized.
25. Client is responsible for providing all images and icons that need to be used in the system and/or reviewing and selecting OOTB icons to be used.
26. The Ivanti Software is warranted as described in the License Agreement and shall operate in material compliance with Ivanti's user documentation. T4S Partners is not responsible for product non-conformance however, some items may be addressed within the project timeframe as discussed and agreed. Any product non-conformance items that cannot be covered in the available time may be addressed by a change of scope or client development/administration after the T4S Partners development is complete. Not all product non-conformance can be addressed by T4S Partners and may need to be reported to Ivanti for support.
27. Performance Testing is not in scope.
28. There are no data residency requirements.
29. Ivanti requires clients to have purchased an IN4I Line of Business package to gain access to PPM (and several other components including HRSM, Facilities, and ISMS).
30. For Single Sign-on (SSO) if in scope, only one SAML 2 provider is supported.

SOW Change Control

Changes are broadly defined as work activities, work products, or deliverables not originally planned for this SOW. This may include, but is not limited to:

- Client requests changes to the scope of work and/or specifications for the Services,
- Non-availability of resources which are beyond either party's control; and/or,
- Environmental or architectural impediments not previously identified
- Participation in activities not included in the SOW
- Rework of completed activities or accepted deliverables
- Investigative work to determine the impact of major changes

In the event either Client or T4S desires to change this Statement of Work, the party requesting the change will notify the other party in writing. The change request needs to describe the reason for the change and the effect the change will have on the scope of work and pricing, which may include changes to the deliverables, staffing, schedule and/or budget.

Upon mutual agreement to implement the Change Request, the appropriate authorized representatives of the parties will sign the Change Request Authorization Form indicating the acceptance of the changes by the parties. Management from both T4S Partners and client must sign the Change Request Form to authorize any change to the Statement of Work.

Whenever there is a conflict between the terms and conditions set forth in a fully executed Change Request Authorization and those set forth in the original SOW, the terms and conditions of the most recent fully executed Change Request Authorization shall prevail.



Fees and Expenses

Implementation Fees \$325,000

Fee Payment Schedule

Milestone	Percentage of Total	Payment Due
Workshop Complete	20%	\$65,000
Request List Approved	30%	\$97,500
System Test Started	25%	\$81,250
Hand over for UAT	15%	\$48,750
Go Live	10%	\$32,500
Total	100%	\$325,000

Implementation effort is estimated to be 60-62 weeks. Multiple consultants will be assigned and several tasks overlapped to minimize the duration. Once the design workshops are complete, a project schedule will be created to show actual duration needed to complete the project.

This is a good faith estimate of the effort required to accomplish the tasks listed above. If additional work not outlined in this SOW is required, a fully executed change order will be required.

Pricing Assumptions

- Quoted fees are on a Fixed Fee basis for the scope, timeline, and staffing described herein.
- Client will pay all reasonable travel-related expenses incurred by T4S Consultant(s) for this project. Travel and related expenses are in addition to the fees above and will be billed monthly at actual cost.
- T4S will perform work during normally scheduled working hours (8:00 A.M. to 5:00 P.M. local time Monday through Friday), excluding T4S and customer observed holidays. In order for work to be performed outside of these normal business hours, T4S will obtain written confirmation and approval from a Client representative and will charge at the rates shown below:
 - Overtime & Weekends billed at Normal Business Hours (NBH) + 50%
 - Holidays billed at Normal Business Hours (NBH) + 100% w/ (2) hour minimum
 - Emergency support billed at Normal Business Hours (NBH) + 50% w/ (2) hour minimum
- This Statement of Work, if unexecuted, is valid for 30 days. After 30 days, T4S reserves the right to reassess the scope, timing, and pricing due to possible changes in the Client environment and/or resource availability.



- Implementation timeframe estimate is not an estimate of effort. It may or may not include client test time and other activities not listed in this document.

Payment Terms

Payment of invoices will be governed by the terms outlined in the MPSA signed [PENDING].

T4S Partners, Inc. will submit an initial invoice and then periodic invoices at least monthly, to Client for all services provided and for travel-related and other expenses. All invoices are due within thirty (30) days of receipt. Payments should be sent to:

DDA# 2001080422
ABA# 107002448
Bank of Colorado
5201 S. Yosemite St.
Greenwood Village, CO 80111



Statement of Work Approval

This Statement of Work ("SOW") is entered this [DATE] and shall constitute a binding contractual agreement between City of Columbus having a principal place of business at 1111 E. Broad Street, Third Floor, Columbus, OH 43205 and T4S Partners, Inc. a Colorado Corporation (T4S), separately referred to as a "Party" to this Agreement or jointly the "Parties" to this Agreement. This SOW will be governed by the terms and conditions of the Master Professional Services Agreement, ("MPSA") dated PENDING and Mutual Nondisclosure Agreement ("MNDA") dated 9/29/2023. In the event of a conflict between this SOW and the terms of the MPSA, the terms of the SOW shall prevail.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed in counterpart originals by their authorized representatives. Indication of your acceptance of this Agreement will be provided via DocuSign. Upon receipt of this signed SOW, the Project Manager will confirm your project dates.

The undersigned have reviewed this document and approve its contents.

CITY OF COLUMBUS

T4S PARTNERS, INC.

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

UPON ACCEPTANCE OF TERMS AND CONDITIONS, EXECUTABLE DOCUMENTS WILL BE DELIVERED VIA DOCUSIGN.



SAMPLE: Change Request Authorization Form

Change Request No _____
Requester Name _____
Requester Company Name _____
Date Requested _____
Response Requested By _____

Change Requested

Estimated Schedule Impact

Estimated Cost Impact

Change Request Approved

The undersigned have reviewed this document and approve its contents.

CITY OF COLUMBUS

T4S PARTNERS, INC.

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____