

STATEMENT OF WORK: GOOGLE APPS DEPLOYMENT SERVICES

This Statement of Work (“**SOW**”) entered into between the parties set out in the table below and effective from the Effective Date, and relates to the services to be provided under it.

Institution:	Name.:	
	Principal address:	
	Project Manager:	
	Telephone:	
	Email:	
Contractor:	Contractor:	
	Principal place of business:	
	Project Manager:	
	Telephone:	
	Email:	
Effective Date:		
Charges (\$USD):	Services	
	Project Management / Consulting	<input type="checkbox"/> per university <input type="checkbox"/> per day
	Basic Provisioning and Deployment	<input type="checkbox"/> per university <input type="checkbox"/> per day
	Change Management	<input type="checkbox"/> per university <input type="checkbox"/> per day
	Data Migration	<input type="checkbox"/> per university <input type="checkbox"/> per day
	SSO Configuration	<input type="checkbox"/> per university <input type="checkbox"/> per day
	Additional Deployment Support	<input type="checkbox"/> per university <input type="checkbox"/> per day

AGREED TERMS

1. **SERVICES**

Contractor will include in the Deployment Plan:

- (a) the “**Minimum Deployment Services**” set out in the Schedule;
- (b) the number of consultants that will deliver each stage of the deployment; and
- (c) how long each stage of the deployment will last (in days).

Schedule: Minimum Deployment Services

- Project Management/Consulting
 - Gather requirements, provide project planning and consultation, and coordinate the execution
- Basic provisioning / deployment
 - Activate the university’s chosen domain name(s)
 - Activate Google Apps for Education for the university’s domain(s)
 - Activate ‘dual delivery’ for incoming student and staff email
 - Provision Google Apps accounts for all the university students and staff
 - Implement custom branding for Google Apps for Education
 - Provision organizational units and sub domains
 - Define and create groups for faculty, staff and students
 - Configure email security service settings (e.g. SPF records, DKIM, DMARC)
 - Configure appropriate domain and service settings
- Initial Change Management and Custom Communications:
 - Communication plan to define plan and approach from project communications
 - Create self-help / help-desk and FAQs website in custom language
 - Send email University-wide to notify faculty, staff and students about the new Apps services
 - Assist in Go Live day and preparation
 - Provide guidance and templates for communicating change via newsletter, poster, banner, etc.
- Data migration
 - Facilitate and complete data migration from any legacy mail systems (e.g. Microsoft Exchange, Lotus, Postfix)
- Single Sign On and password sync
 - Implement single sign-on (or other authentication) for all Google Apps accounts authentication

High-Level Project Plan

The overall timeline for this SOW is represented below. The proposed start date for this project is [DATE] and the proposed date for the Global Go-Live is September [DATE]

PHASE	NOTES	WK1	WK2	WK3	WK4	WK5	WK6	WK7	WK8	WK9	WK10	WK11	WK12
1. Core IT Wave (~20 users)	IT Staff												
* Technical Prep	Domain & User setup, Discovery, Initial Postini/GMS prep	█	█										
* Data Migration	Calendar, Contacts, Mail		█	█									
* Change Management	Communications plan, training site, Core IT training, user profiles	█	█	█									
* Go-Live			█	█									
* Stability Period				█	█								
2. Early Adopters (5% users)	Google Champions												
* Technical Prep	Postini/GMS, SSO, Directory Sync		█	█	█								
* Data Migration	Calendar, Contacts, Mail			█	█								
* Change Management	User impacts, Google Guides, Early Adopters training				█	█	█						
* Go-Live						█	█						
* Stability Period							█	█					
3. Global Go-Live (all users)	Everyone												
* Technical Prep	Groups, Calendar Resources					█	█	█					
* Data Migration	Calendar, Contacts, Mail					█	█	█					
* Change Management	Poster series, email messages, Global Go-Live training						█	█	█	█	█	█	█
* Go-Live									█	█	█	█	█
* Stability Period												█	█

Signed by the parties on the dates shown below.

Education Institution

Partner

Signature:

Signature:

Print Name:

Print Name:

Position:

Position:

Date:

Date: