

City of Alachua FL

Statement of Work for Professional Services

COAF_EMAI_011718

Version Release: 1.00

Document Purpose

The purpose of this document is to describe the tasks for a Ivanti Professional Services engagement.



Note

To execute this Statement of Work, both parties must sign as indicated in the Authorization and Acceptance Section of this document.

Overview

City of Alachua FL ("**Customer**") has requested the Consultant (as defined below) to provide days of Ivanti Professional Services consultancy on a time and materials basis as defined in the following Statement of Work ("**SOW**"). The Ivanti resources assigned to this project will be under the direction of both Ivanti Project Management and the Customer Project Manager.

All references to "**Consultant**" shall mean the entity identified below in the same geographic region as the Customer:

- Ivanti, Inc., a Delaware corporation, performs Services in the Americas, except Brazil.
- Ivanti Comércio de Software Brasil Ltda, a Brazilian company, performs Services in Brazil.
- Ivanti Software K.K., a Japanese company, performs Services in Japan.
- Ivanti Software (Beijing) Co., Ltd., a Chinese company, performs Services in China.
- Ivanti International Limited, an Irish company, performs Services related to the Wavelink and Naurtech branded products in Europe, the Middle East, Africa, and the Asia Pacific region.
- Ivanti U.K. Ltd, an English company, performs Services in all other locations.

three (3) dashboards.

Task templates - delivery methods: Consultant will review and create up to two (2) Task template delivery methods. Consultant will set a default delivery task template.

Ivanti Patch Manager: Configure download settings, verify patch storage location and available disk space, update definitions, and review best practices for patch management. *Note: Vulnerability scan will be performed later in the deployment.*

Ivanti Patch Manager Roll Out Project: Consultant will create up to one (1) Rollout project for patch management. The Rollout project will have no more than five (5) steps. This can be used to automate a patch workflow or a rollout of software.

Pilot Testing:

Pilot: Subsequent to client agent configuration, deploy client agent to a small group of local target computers. Target computers should represent typical field computer configurations.

Production Rollout:

Perform Agent Roll-out: Continue client agent deployment into Customer production environment. *Note: Number of nodes deployed will vary based on many network environment factors as well as the allowed impact on network users.*

Perform Vulnerability Scan: Perform a vulnerability scan of computers containing Ivanti client agents. Vulnerabilities, required patches, and other findings will be recorded and a cursory remediation plan recommended. Remediation will be performed throughout the remainder of the deployment

Prerequisites:

- Customer will request the attendance of the primary project stakeholders
- Customer will provide adequate facilities for the kick-off meeting
- Customers infrastructure must be available and comply with Ivanti Software published applicable hardware and software requirement
- The required Ivanti and Database Management System server's Operating Systems must be installed, patched to environmental standards, and in place prior to the arrival of the Ivanti consultant for deployment and implementation services.
- Customer will be responsible for providing local Administrative access to the Ivanti application server(s), either directly or via a resource with appropriate access as needed
- Customer will be responsible for providing required access to the Microsoft SQL server where the Ivanti database will reside.
- Customer shall provide a minimum of ten (10) computers representative of typical field/production computers.

The Ivanti Virtual Cloud Services Appliance server, specified public IP address, DNS and port redirection must be configured and in place prior to the arrival of the Ivanti Consultant. Recommended Specifications:

ESXi 5.x server with the following resources available:

- CPU - 2 processors
- Memory - 8 GB of RAM
- Storage - 50 GB

Patch Manager Configuration

The Ivanti Patch Manager Planning and Configuration service will focus on the configuration and each of the features of Patch Manager.

Configuration of Vulnerability Downloads: Consultant will discuss download options and configure accordingly.

Configuration of Vulnerabilities Scanning: Consultant will explain vulnerability scanning process, discuss customer objectives and create and configure accordingly.

Perform Vulnerability Scan: Perform a vulnerability scan of computers containing Ivanti client agents. Vulnerabilities, required patches, and other findings will be recorded and a cursory remediation plan recommended. Remediation will be performed throughout the remainder of the deployment.

Patch Manager Rollout Project: Consultant will create up to one (1) Rollout project for patch management. The Rollout project will have no more than five (5) project steps. This can be used to automate a patch workflow or a rollout of software.

Database Doctor: Consultant will discuss and go through the uses of the Database Doctor component. Discussion of export/import rule, delete attribute rule, duplicate computer rule, delete old computer rule, archive rule, delete user and Review scan logs tool.

Discovery Services: Consultant will discuss and configure up to two (2) SNMP and two (2) WMI scans.

Rapid Agent Deployment Overview: Consultant will discuss the use of rapid deployment to deploy agents discovered in Unmanaged Device Discovery.

Data Translation Services: Consultant will discuss basic concepts of data translation services and configure the following:

- Discuss and review Active Rules
- Review Aggregate Data Rules and Calculate Data Rules and add to Active Rules
- Export Data - Demonstrate how to export data into CSV
- LDAP Import - Create Default LDAP Rules
 - Map LDAP attributes up to two (2)
 - Set Active LDAP
- Map Data – Discuss Basic Concepts of Map Data and configure up to two (2) rules.
- Map List – Discuss Basic Concepts of Map list and configure up to two (2) rules.

Asset Management: Consultant will discuss basic concepts of Asset Management and review importing up to two (2) imports using B2B, CSV/Excel Import through Import Data Rules and create up to two (2) Web forms.

Software License Monitoring: Consultant will discuss basic concepts of Software License Monitoring and review up to two (2) common applications for monitoring.

- Import up to two (2) software licenses CSV sheets using Software License Import
- Demonstrate how to add new software content and support

Executive Report Pack: Consultant will give a demonstration of the reports available in the executive report pack.

- Overview of Data Analytics Reporting
- Demonstrate Software Compliance Reports
- Configure up to five (5) reports in the Report Store

Prerequisites:

- Customer's infrastructure must be available and comply with Ivanti Software published applicable hardware and software requirements
- Ivanti Data Analytics B2B connectors are subject to change if the Vendor changes their Web Portal. The B2B will be updated by Ivanti Software soon after the change is identified.
- The required Ivanti and Database Management System server's Operating Systems must be installed, patched to environmental standards, and in place prior to the arrival of the Ivanti Consultant for deployment and implementation services.
- Ivanti Endpoint Manager (EPM) version must be v9.5 sp3 or higher.
- Customer will be responsible for providing appropriate credentials for the Ivanti Services Account.
- Customer will be responsible for providing local Administrative access to the Ivanti application server(s), either directly or via a resource with appropriate access as needed.
- Customer will be responsible for providing required access to the Microsoft SQL Server where the Ivanti database resides

Enterprise Project Management

Project Kick-off Meeting: Conduct project kickoff meeting with Ivanti and Customer staff to establish guidelines for managing and monitoring progress, establish a project management plan to include: communication and information distribution, risk monitoring and mitigation plan, change control, and quality control. Communicate key milestones to be met on the project. A strategic phased project plan including discovery, planning, pilot and execution will be established when necessary.

| Ref | Assumptions |
|-----|--|
| A1 | If onsite engagement, the Consultant will be provided with a desk and chair within an office environment preferably with internet access. |
| A2 | If onsite engagement, Customer will provide advance notification of any site-specific requirements such as security clearance, identification and safety training. |
| A3 | Customer representatives are available to answer requirements and design questions supply logon credentials, IP addresses, and server names to the Ivanti Certified Consultant as reasonably requested. |
| A4 | Customer representatives are available in order that the Ivanti Consultant can transfer knowledge regarding the configuration and usage of the software. |
| A5 | Network connectivity and all relevant cabling will be in place, so as not to impede the progress of work. |
| A6 | The agreed physical and logical infrastructure will be provided and access will be provided to the Ivanti consultant as necessary in order to enable the completion of required tasks |
| A7 | Ivanti will supply licenses under a separate commercial agreement outside of the scope of this Statement of Work. Any additional non-Ivanti software license requirements (e.g. Microsoft licenses) will be sourced by Customer. |
| A8 | For engagements requiring product installation, the latest release of Ivanti software or the required components will be installed unless otherwise agreed. |
| A9 | If onsite engagement, delivery of Services assumes inclusion of travel and expense (T&E) rate in the Purchase Order (PO); if no T&E is included in PO, all Services days will be fulfilled remotely. |

Constraints

The project will proceed with the following identified constraints. Any further constraints that are identified as the project progresses will be subject to a change control and an impact analysis, which may affect the cost and timescales of the project. Where these changes were not reasonably identifiable by Ivanti then the Customer will bear any costs.

| Ref | Constraints |
|-----|---|
| C1 | Unless otherwise stated all work will be performed during normal business hours, Monday to Friday excluding public holidays |
| C2 | Consulting Days are valid for a period of 1 year from time of purchase and shall be planned in advance with a minimum four (4) week notice period to allow resourcing of Ivanti Consultants |

Customer Project Management Responsibilities

Customer will designate a person to whom all Ivanti communications will be addressed and who has the authority to act for Customer in all aspects of this Statement of Work (the "**Customer Project Manager**").

The Customer Project Manager will:

- Create and maintain an estimated schedule for the overall project.
- Provide sufficient notice for rescheduling. Rescheduling requires minimum of ten (10) business days' notice. Failure to notify Ivanti of need to reschedule can result in additional

Authorization

In addition to any terms contained in this Statement of Work, the provision of the services described in this SOW ("Services") shall be subject to terms of the license agreement agreed to by you and Ivanti and are hereby incorporated by reference or, if applicable, the terms and conditions of a separate written agreement agreed to and signed between you and Ivanti on or before the date on which you sign this SOW.

Neither the execution nor fulfillment of the Services will relieve or alter Ivanti or Customer's rights or obligations with respect to standard Ivanti software and other products under the license agreements applicable to such software or products. Nothing in this document is intended to or shall have effect of vesting in or transferring to Customer's rights in Ivanti's, its affiliates' or its suppliers' software, methods, know-how or other intellectual property, regardless of whether such intellectual property was created, used or first reduced to practice or tangible form by Ivanti in the course of performance of the Services hereunder. By purchasing the Services set forth in this SOW, the parties each indicate their acceptance of the above.

Please sign below and return this document in its entirety by email to your account manager.

City of Alachua FL ("Customer")
15100 North West 142nd Terrace null, Alachua
FL, US 32615








| On Behalf of Customer | |
|-----------------------|-----------------------------------|
| Signature | <i>Thaci L. Gresham</i> |
| Email | <i>tgresham@cityofalachua.com</i> |
| Title | <i>City Manager</i> |
| Date | <i>3/1/18</i> |

| On Behalf of Consultant (Ivanti) | |
|----------------------------------|---|
| Signature | Signature: <u><i>Cannon Kuch</i></u> <small>Cannon Kuch (Jan 22, 2018)</small> |
| Email | Email: <i>cannon.kuch@ivanti.com</i> |
| Title | Title: <i>VP Professional Services</i> |
| Date | |

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|-----------------|---|
| Created: | 01/17/2018 |
| By: | Ivanti Services (asm@ivanti.com) |
| Status: | Signed |
| Transaction ID: | CBJCHBCAABAADrqwtQ1RaUNB5dYCETZuQSMSIsKd2Gm |

"COAF_EMAIL_011718.pdf" History

-  Document created by Ivanti Services (asm@ivanti.com)
 01/17/2018 - 11:38:49 AM MST- IP address: 64.79.142.1
-  Document emailed to Cannon Kuch (cannon.kuch@ivanti.com) for signature
 01/17/2018 - 11:39:17 AM MST
-  Document viewed by Cannon Kuch (cannon.kuch@ivanti.com)
 01/17/2018 - 3:28:30 PM MST- IP address: 192.206.100.226
-  Document viewed by Cannon Kuch (cannon.kuch@ivanti.com)
 01/22/2018 - 9:28:34 PM MST- IP address: 216.50.167.215
-  Cannon Kuch (cannon.kuch@ivanti.com) has agreed to the terms of use and to do business electronically with Ivanti Software
 01/22/2018 - 9:29:24 PM MST- IP address: 216.50.167.215
-  Document e-signed by Cannon Kuch (cannon.kuch@ivanti.com)
 Signature Date: 01/22/2018 - 9:29:24 PM MST - Time Source: server- IP address: 216.50.167.215
-  Signed document emailed to Richard Martindale (richard.martindale@ivanti.com), Ivanti Services (asm@ivanti.com) and Cannon Kuch (cannon.kuch@ivanti.com)
 01/22/2018 - 9:29:24 PM MST



Addendum A: Delivery Schedule & Deemed Completion Change.

Delivery Schedule

This SOW will deliver days of time and material consulting over a maximum period of twelve (12) months from the date of the kick-off meeting.

For invoicing purposes, a person day is defined to be 8.00 working hours per resource. For both onsite and remote engagements billable hours will be recorded in half day or full day increments. Anything over a half day will be rounded up to a full day of work 8.00 hours.


Deemed Completion

Ivanti will be deemed to have completed its obligations under this SOW, upon the earlier to occur:

- Ivanti provides the number of person days of services specified in this SOW; or
- 12 months have elapsed since the date of the kick-off meeting.

Please sign below and return this document in its entirety by email to your account manager.

City of Alachua FL ("Customer")
15100 North West 142nd Terrace
Alachua FL, US 32615

| On Behalf of Customer | |
|-----------------------|---|
| Signature |  |
| Email | tgresham@cityofalachua.com |
| Title | City Manager |
| Date | 3/1/18 |

| On Behalf of Consultant (Ivanti) | |
|----------------------------------|---|
| Signature | Signature:  <small>M Trevor Perkes (Feb 26, 2018)</small> |
| Email | Email: trevor.perkes@ivanti.com |
| Title | Title: Consulting Manager |
| Date | |



City of Alachua

TRACI L. GRESHAM
CITY MANAGER

G.B. WILSON, J.D.
COMPLIANCE & RISK MANAGEMENT DIRECTOR

Name: Gardhy Saint Vil, IT Manager

Departments: IT Department

☒ Approved

☐ Returned

Ivanti Agreement for Consulting Services, Asset Intelligence, End Point Manager and Patch, Professional Services Terms and Conditions, and User License Maintenance and Support Services.
The documents have been reviewed and approved as to form by C&RM on 01/16/2018.

COMMENT: None

G. Wilson

Compliance & Risk Management Director

January 16, 2018

Date