

[COPY AND PASTE CONTENTS OF [PROSERV UK ORDER FORM](#) or [PROSERV NL ORDER FORM](#) HERE]



**<Customer>**

**Infrastructure Modernisation Workshop - Professional  
Services Statement of Work**

<b>1. Legal</b>	<b>3</b>
<b>2. Project Overview</b>	<b>4</b>
<b>3. Technical Scope</b>	<b>4</b>
3.1. Deliverables and Acceptance Criteria	5
3.2. Project Prerequisites	5
3.3. Out of Scope	5
<b>4. RAID</b>	<b>6</b>
4.1. Risks and / or Assumptions	6
4.2. Issues	6
4.3. Dependencies	6
<b>5. Project Management</b>	<b>6</b>
5.1. Project Methodology	6
5.2. Customer Project Team	6
5.3. Escalation	7
5.4. Dispute Resolution	7
5.5. Project Timelines	7
<b>6. Commercials</b>	<b>8</b>
6.1. Charges	8
6.2. Expenses	8
<b>7 Change Request</b>	<b>8</b>
7.1. Changes to scope/size with impact on Deliverables	8
<b>8. Definitions</b>	<b>8</b>

# 1. Legal

This Professional Services Statement of Work ("**PS SOW**") is between CTS and Customer and is expressly incorporated into the Contract by the Order Form on the Effective Date.

## 2. Project Overview

This PS SOW outlines the scope and Deliverables for the delivery of Infrastructure Modernisation Workshops that are intended for IT leaders looking to understand the business benefits of modernising Infrastructure and Applications utilising Google Cloud services.

CTS will facilitate the workshop either **on-site or remotely**, over 3 x 2hr sessions respectively. The three sessions will cover the following topics

1. Current Context and Business Vision
2. Overview of Solutions relevant to the Customer's industry
3. Target State Definition and Next Steps

**Location:** [REMOTE] [ONSITE AT XXX]

## 3. Technical Scope

To gather all required information to meet the deliverables, multiple workshops and information sessions will be planned. The topics to be discussed are:

### **Session 1: Current Context and Business Vision**

CTS and the Customer will work together to discuss their current situation, vision and challenges. The discussion is to highlight the business requirements and motivations behind the infrastructure modernisation.

We will discuss the role of modern applications and how they work with Cloud Infrastructure, within the Customer's context, with a goal of driving operational efficiency, providing business and data insights and increasing reliability and scalability of these applications.

### **Session 2: Overview of Solutions relevant to the Customers industry**

CTS will take the Customer through the following points when highlighting potential solutions:

- Provide visibility into what a modern architecture and delivery approach looks like, targeted to the customers specific industry

- Provide an overview of the solutions behind infrastructure modernisation and the business impacts of our toolkit of technologies for Customers at different stages of their journey
- Provide a customised agenda addressing the pain points that the Customer is currently facing with their cloud journey and present the foundations to accelerate this journey to Google Cloud.

### Session 3: Target State Definition and Next Steps

CTS will take the Customer through a session to define an agreed target state and next steps for Infrastructure Modernisation. The outcome of this session will allow CTS to write a summary report and share it with the customer.

## 3.1. Deliverables and Acceptance Criteria

Deliverables	Acceptance Criteria
Workshops on Infrastructure Modernisation	3 x Workshops of 2hr delivered to the customer on the subjects detailed in section 3.
Target State and Next Steps Documented and Shared	A summary document (less than 4 pages) of our findings and recommendations shared with next steps and any areas identified to accelerate Infrastructure Modernisation for the customer.

## 3.2. Project Prerequisites

The following shall be completed by the Customer prior to the Services Start Date:

- Customer to prepare for the first session with their goals, challenges and objectives for infrastructure and application modernisation
- Customer to share any previous information that is relevant to their specific challenges. These could include, but are not limited to:
  - Business Cases
  - Vision
  - Relevant transformation plans or roadmaps
  - Issues / Problem statements

## 3.3. Out of Scope

Anything not expressly stated to be within this PS SOW is agreed to be out of scope.

Additionally, CTS expressly highlight the following items as out of scope for this PS SOW:



## 4. RAID

### 4.1. Risks and / or Assumptions

CTS have made the following Assumptions with regards to the Project, if any of these Assumptions are proven to be false, then a Change Request will be made.

- It is assumed that the relevant customer stakeholders will attend each session, if key stakeholders cannot attend the value from the sessions will be limited and there will not be an opportunity to rerun the sessions. CTS will provide a key list of recommended stakeholders for each session when coordinating the workshops and jointly work to agree the timelines with the customer.

### 4.2. Issues

At the time of writing no Issues have been identified. Both parties undertake and agree to contemporaneously log and record any Issues that arise during the Term.

### 4.3. Dependencies

- All of the prerequisites before Services start Date of the Project or this could delay the Project and cause a Change Request to be raised
- Customer to attend the sessions and provide dates that the key stakeholders can attend the workshops, so that CTS can plan accordingly.

## 5. Project Management

### 5.1. Project Methodology

The Project Manager will set up and coordinate the workshops between CTS and the customer.

### 5.2. Customer Project Team

The Customer Project Team shall be composed of Customer and CTS representatives. This team shall be responsible for executing Project tasks in accordance with the Project goals and period of performance.

The following Customer representatives have been identified as available and assigned to the Project.



Role Title	Projected level of involvement (Low/medium/high)	Name/ email if individuals have been identified *
Key Customer Contact		
Project Sponsor		

### 5.3. Escalation

The following CTS and Customer representatives shall be contacted if escalation is needed within the Project. If a dispute arises out of or in connection with this PS SOW the CTS Escalation Contact and Customer Escalation Contact shall attempt, in good faith, to resolve any dispute promptly by negotiation.

Role Title	Staff Name	Email Address	Phone Number
Customer Escalation Contact			
CTS Escalation Contact	Chris Cox	chris.cox@cts.co	+44 7730 161815

### 5.4 Dispute Resolution

Where the Customer Escalation Contact and CTS Escalation Contact are for any reason unable to resolve the dispute within 5 Business Days, the parties shall resolve the dispute pursuant to clause 20.12 of the General Terms and Conditions.

## 6 Change Request

### 6.1. Changes to scope/size with impact on Deliverables

Any changes of scope will follow the change process detailed in the General Terms and Conditions, either CTS or customer can raise a change request and be responded to as per the General Terms and Conditions.



## 7. Definitions

The following definitions apply in this PS SOW:

**Assumptions:** An assumption is a supposition that a piece of information is true, because there is no evidence at hand that shows it is not.

**Dependencies:** A dependency is a required project item that must be completed by the relevant party in order for the plan to proceed unimpeded.

**Final Acceptance Sign Off:** means Customer Acceptance in writing of the completion of Professional Services confirming approval and agreement of Deliverables.

**Issues:** An issue is a problem that occurred and needs to be clearly identified.

**Phase:** The timeline given to complete development of a group of deliverables which provides the customer with a specific outcome.

**RAID:** Risks, Assumptions, Issues or Dependencies.

**Risks:** A risk is an exposure of the project to an uncertain future event that may have an impact on the Project's completion.

**Prerequisites:** a Dependency that the Customer is required to provide to CTS prior to the Services Start Date.

Unless otherwise expressly stated in this PS SOW (or the context otherwise requires) terms defined in the General Terms and Conditions and/or Product Specification shall bear the same meaning in this PS SOW.

