AWS – IaaS KickStart

Service Overview

The AWS IaaS Kickstart offering is a combination of remote training and design with deployment of 4 AWS fundamental components (Virtual Private Cloud, High Level Tagging, Domain Services, and VPN connectivity). Client receives a solid foundation which is built to best practices. After deployment, migration of workloads may begin immediately.

Scope of Services

An En Pointe ITS Architect will provide a 1-day engagement to cover the following:

- AWS high-level overview of accounts, AWS IaaS basics and best practices.
- Creation of the AWS Account (if needed) and high-level tags.
- Completion of the Client Discovery document:
  - Determine IP space, tagging, authentication, and VPN specifics.

Remotely, the AWS Deployment Team and Architect will:

- Configure the virtual private cloud, access, and connect the VPN tunnel.
- Produce a Visio document of resources deployed.
- Knowledge transfer and over-the-shoulder training to ensure Client has a full technical understanding.
- Implementation to prepare Client to take over and operationalize the environment.

Deliverables

En Pointe ITS will provide the following Deliverables to the Client:

- AWS Design document in Visio format.
- Signed project completion form.

Execution Timeframe

Please allow up to 14 business days for the scheduling to be finalized. En Pointe ITS estimates that the service offering described herein will be completed within 1 week after the start of the project.

Approach and Methodology

This engagement will be conducted in 4 phases based on AWS Best Practices and En Pointe ITS' standard project delivery methodology.

Phase 1 –Kickoff

The purpose of this activity is to identify the project team members, and facilitate a common understanding of the project objectives, roles and responsibilities within the scope of the Services covered by this service offering. En Pointe ITS will conduct a kickoff meeting to:

- Review and validate the project objectives and scope.
- Discuss project activities and milestones.
- Create a contact list of parties and members involved in the project.
- Discuss and prepare remote connectivity requirements and needs.
- Provide an agenda for the workshop topics and tentative schedule to allow stakeholders to schedule attendance.
- Obtain IP address ranges for AWS Virtual Private Cloud implementation.

Phase 2 –AWS Education and Training

- A contracted AWS Architect will walk Client through a PowerPoint presentation which touches on AWS IaaS basics, best practices, and lessons learned. The 4-5-hour presentation is intended to be interactive.
- If not configured, the AWS Architect will assist Client with their initial AWS Account setup
- The last hour of the engagement is used to formalize the specification, complete Client Discovery document, and create the high-level tags for the AWSEnvironment.
- Proceeding to Phase III is dependent on Client providing required accounts and access.

Phase 3 – Build and Configure

The En Pointe ITS AWS Architect will work with the appropriate project team members and stakeholders from Client to coordinate deployment with the AWS Deployment Team. En Pointe ITS' AWS Deployment Team will remotely:

Create and configure:
- 1 virtual private cloud
- 6 subnets
- 5 network security groups
- 1 virtual private gateway/transit gateway
- Connect the VPN tunnel
- Configure and validate authentication
- Produce a Visio document of the resources deployed

Phase 4 – Document Transfer and Closure

En Pointe ITS will conduct an overview session with Client staff to review the project milestones and ensure that all project requirements have been addressed and will confirm receipt of Deliverables.

EN Pointe ITS/Client Relationship

The following information outlines the expectations of both parties (En Pointe ITS and the Client) as defined by this service description.

En Pointe ITS is responsible for providing the following:
- Be the primary point of contact to Client on all project issues, needs and concerns.
- Manage Client expectations and satisfaction throughout the project.
- Schedule and coordinate the necessary resources to support the project.

The Client, and its employees, contractors, and agents, are responsible for providing the following:
- Client is responsible for creating a dedicated account for AWS Workspaces.
- Client is responsible for providing Windows and/or Linux licensing for any and all corporate images.
- Cooperate with any reasonable request of En Pointe ITS; provide input throughout the project and evaluate progress at review meetings requested by En Pointe ITS; communicate any issues or concerns with respect to the Services or Deliverables in a timely manner.

Assumptions

The following project-specific assumptions apply for this services engagement:

- This service offering is subject to credit approval by En Pointe ITS.
- It is assumed that all onsite work related to this engagement will be performed during normal business hours (Monday through Friday 8 a.m. – 6 p.m. Client local time).
- Client will provide hardware and software required for the implementation of this project, as well as connectivity and security authorization to allow consultant(s) to access Client's network and systems in a timely fashion, as per the project schedule.
- Client will provide physical and remote access to equipment as necessary to perform functions/tasks pertinent to this project.
- Client will provide resource and information as necessary to perform tasks pertinent to this project.
- Client staff will be responsible for all network changes required for this project including, but not limited to, switches, routers, firewalls, external DNS and load balancers.
- The IT infrastructure is stable and there are no known issues.
- Client will provide a dedicated resource or resources, as determined by the project schedule requirements and the engagement delivery date, to act as an interface with the En Pointe ITS project team for the duration of the engagement. Requests for information will be serviced in a timely manner, and in any event within 1 business day. Clients' project personnel will have the personnel available, on a daily basis, to meet, speak, and collaborate with En Pointe ITS, to achieve the critical path deadlines and engagement delivery target date.
- Client personnel will attend all project meetings or interviews that have been scheduled. If Client resources cannot attend a scheduled meeting or interview, backup personnel will be provided by Client and authorized to speak on behalf of Client during the scheduled meeting.

Scope Changes and Exclusions

- Changes to the scope and/or assumptions will be subject to further compensation under an additional Statement of Work.
- Any cancellations or changes requested by Client and that do not proximately result from an act or omission by En Pointe ITS will be subject to additional charges. All services will be performed over a consecutive timeframe unless otherwise provided herein, or agreed to, by En Pointe ITS in writing.
- En Pointe ITS will schedule resources upon receipt and acceptance of a Purchase Order (to the extent required) from Client.
- En Pointe ITS will use commercially reasonable efforts to take into account Client's schedule, but in all events the performance of the service is subject to the availability of En Pointe ITS personnel and resources, as determined by En Pointe ITS.
- En Pointe ITS is not responsible for delays or repeated tasks caused by factors outside En Pointe ITS' control. These factors include, but are not limited to, availability of client personnel, equipment and telecommunication provider services.
- The following are considered out-of-scope and are not part of the service offering:
  - Any activity not mentioned explicitly in the "In scope" section is considered Out of Scope under this service offering and hence will not be considered. Any additional requirements will be treated as a change request and will follow the standard change request mechanism and will be estimated accordingly.

Fee Schedule

A fixed fee of $7,250.00 applies to the service offering and will include all services as outlined within the Services Approach and Methodology section. Cancellations or changes to an installation schedule or scope that are requested or induced by the Client will be subject to additional charges.

Pricing Assumptions

The following items apply to the pricing of the service description as outlined herein.
- Pricing is valid for 30 days from the date of this service description.
- Pricing does not include hardware/software costs or additional expenses, if any are required.
- All prices are in U.S. dollars.

Acknowledgment and Agreement

Your purchase and use of the Services described herein are subject to En Pointe ITS' Terms & Conditions located on our website unless there is a separate written agreement already in place between the parties for the purchase of the Services, in which case, that separate written agreement will govern. Any additional or different terms or conditions contained in any purchase order or other documents provided by you are considered material alterations to this service description, expressly rejected and will not be binding upon En Pointe ITS. The parties acknowledge and agree that the offer of Services, your issuance of a purchase order for the Services and your use of the Services will establish a valid and binding order and agreement between the parties for the Services in lieu of signatures. You further warrant and represent that you have the authority to place such order, and will promptly provide an acceptable purchase order for the Services referenced in this service description.