



Prepared for

SDPBC - Statement of Work
For Test Environment Upgrade

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June 26, 2007

Version 1.0

Details of Statement of Work

All consulting is provided strictly on a time and material basis. The **5 days** of professional services is primarily broken down into the following set of deliverables.

- 1) Upgrade Managesoft Deployment Manager to version 7.9
- 2) Upgrade Managesoft Security Patch Manager to version 7.9
- 3) Adoption of test clients to version 7.9

These upgrades and adoptions are for Windows clients only. Non windows clients will be addressed in a future Statement of Work.

It will be the responsibility of SDPBC to ensure that as many of the unmanaged devices are available on the network. It is also the responsibility of SDPBC to provide all of the known local administrator passwords for the unmanaged devices so that they can be added to the Password Store of the Distribution Servers.

Assumptions and pre-requisites

The following lists several assumptions and pre-requisites:

1. SDPBC has a lab/test environment configured that mirrors the production environment as close as possible. This will minimally consist of one Admin server, a distribution server and 2 desktop machines.
2. All production server machines (Admin and distribution servers for pilot rollout) have been identified and full administrative access is available. The ManageSoft Admin server will be configured in a one-box environment. This will allow for best performance and scalability meeting the requirements of a rollout to support **all clients**.
3. Authorization for 3rd party software installation is granted on production servers, including; ManageSoft, Active Directory, .NET, MS IIS, and MS SQL Server. This will be done in accordance with production control procedures at SDPBC.
4. Require SQL authentication on the SQL production server and an SQL user account for ManageSoft transactions.
5. Remote access to site servers and desktops are available.
6. ManageSoft consulting engagement will not include the packaging of any software applications; this is assumed to be performed by SDPBC staff members.
7. The ManageSoft consulting as scoped in this document consists of a standard implementation engagement and does not allow for any customizations (i.e. customizations for; ManageSoft client selector, portal pages, reporting, etc...). All customizations are considered out of scope for this engagement.