

# EDGEWATER



## Statement of Work

to

The City of

*Jonesboro*  
*People. Pride. Progress.*

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## Information Technology Audit

March, 27, 2015

Prepared by:

# EDGEWATER

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## Confidentiality Statement

The material contained in this Statement of Work represents proprietary, confidential information pertaining to Edgewater's methods and consulting rates. By accepting this Statement of Work, The City of Jonesboro hereby agrees that the information in this Statement of Work shall not be disclosed to any parties outside of The City of Jonesboro shall not be duplicated, used, or disclosed for any purpose other than to evaluate and procure Edgewater's services.

All changes to this document will be managed in accordance with the Change Management Process defined in this document.

## 1. Executive Summary

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Edgewater Technology (Delaware), Inc. (hereinafter referred to as “Edgewater”) is pleased to submit this Statement of Work to The City of Jonesboro, Arkansas (hereinafter referred to as (“The City”), for an engagement to perform an Information Technology Audit.

Edgewater will provide a team of senior technology professionals with significant experience in performing infrastructure review/audits, to provide The City with an understanding of technology risks along with the technical merits of their current information technology landscape. As a result of this project, The City will gain a better understanding of the strengths and weaknesses of their current systems and how they can remediate and strengthen those systems to support their growth.

The Edgewater team will provide The City with a definition of the potential business and security impacts of any technology risks that are identified and also pinpoint any areas that may require additional IT investment.

This Statement of Work outlines how Edgewater would assess potential risks within The City’s IT organization and enterprise architecture.

Our infrastructure review will include the following key areas:

- Review technology landscape for potential issues (e.g., Telephony, infrastructure, and general infrastructure security).
- Assess The City’s infrastructure against best practices as they pertain to the architecture and overall security.
- Assess people, policies, and procedures within the IT department.

We believe that Edgewater is uniquely qualified to assist The City with this type of review based on the breadth of our experience. This experience includes:

- Successful completion of rapid product and IT review/audit engagements for many clients across multiple industry’s
- Established record of success in continuing to manage either large integration programs or multiple optimization projects for our clients
- Our unified and agile approach to integrating and optimizing people, processes, technology and data under a single initiative
- Edgewater proven approach that consists of understanding our customer’s unique and specific requirements, as well as their culture and values, and tailoring an appropriate improvement strategy or technology solution.
- We have over 22 years of experience in providing guidance and a *best practices* approach to managing and maintaining information technology solutions which continues to result in 96% repeat business.

## 2. Approach

Edgewater will provide a Director of Technology and a Senior Infrastructure Engineer to perform the infrastructure review tasks. The following section outlines the approach for this engagement.

Throughout the engagement, the Edgewater team will work closely with The City's staff, so that impacts of IT decisions can be factored into appropriate parts of their business goals.

Tasks	Steps
<b>IT Infrastructure Review</b>	
<ul style="list-style-type: none"> <li>Assess enterprise infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Review current and planned IT and business projects</li> <li>Provide a review of the setup and configuration of the infrastructure including:               <ul style="list-style-type: none"> <li>Random review of up to 26 servers (7 physical and 19 virtual)</li> <li>Random review of up to 30 workstations/laptops</li> <li>Random review of up to 5 networking devices</li> <li>Sampling of the existing Telephony system (Edgewater will review contractual Service Level Agreements (SLA's), End users devices (up to ten (10)), and associated design and setup)</li> </ul> </li> <li>Review the methodology for remote access and authentication</li> <li>Review IT policies and procedures</li> </ul>
<ul style="list-style-type: none"> <li>Survey the business needs and how IT systems and tools support them</li> </ul>	<ul style="list-style-type: none"> <li>Enables a clearer understanding of how the business is supported by technology, and where that support is delivered both from a city and end user perspective. This will include IT staffing levels and skill sets.</li> </ul>
<ul style="list-style-type: none"> <li>Present findings and recommendations</li> </ul>	<ul style="list-style-type: none"> <li>PowerPoint presentation documenting identified risks and remediation</li> </ul>

## 3. Project Schedule

The following table provides a summary-level timeline for producing the deliverables outlined in the approach section above. All dates are estimates, and they assume The City can provide access to the appropriate staff and documentation as required.

Week	Task
Week 1 - 2	<ul style="list-style-type: none"> <li>Send out the formal Request for Information (RFI)</li> <li>Project Kickoff (conference call)</li> <li>Review of information from the RFI</li> <li>Scheduling of a site visit(s)</li> </ul>
Week 2 - 4	<ul style="list-style-type: none"> <li>Infrastructure Review Onsite (5 Days):               <ul style="list-style-type: none"> <li>IT resources skill set reviews (total 8 interviews)</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Key Meeting / interviews with Executives and key Stakeholders to confirm business goals and support (total 12 Interviews)</li> <li>● Follow-up calls to close open issues</li> <li>● Consolidate findings, create recommendations, and prepare presentation</li> </ul>
Week 5	<ul style="list-style-type: none"> <li>● Delivery of final findings (this will include one preliminary review)</li> </ul>

This project will take place over approximately five (5) weeks. Consultants will be onsite to conduct interviews and review findings as needed. Conference calls maybe used for follow-up questions as needed.

#### **4. Staffing**

This assessment will be carried out by three (3) Edgewater consultants, with specific expertise in particular components of the IT infrastructure architecture. The Edgewater roles will include:

- Infrastructure Services Director
- Director of Technology
- Senior Systems Engineer

#### **5. Deliverables**

Edgewater will present the findings from the IT Technology Audit in a concise Power Point presentation of 27-30 pages. The findings presentation will cover the following major areas:

- Summary of the work performed by Edgewater
- High level documentation of business needs/goals and what technology and tools are used to support these areas
- Review of enterprise infrastructure
  - Including the telephony and any associated issue (vender, design, or user)
  - Review of the major risks and issues uncovered during the review
  - Options for mitigating major risks and issues
- Review of the IT skill sets needed to support the enterprise infrastructure and any gaps

Edgewater will alert The City to any important concerns as soon as we uncover them.

#### **6. Assumptions and Provisions**

The following assumptions are considered to be guidelines for managing the project and related costs:

1. The City will assign a primary point of contact to coordinate access to The City’s business and technical personnel, information sources, and other resources as well as to resolve issues during this engagement. The performance of this project is tied to timely access to The City personnel.

2. The City will have five 5 business days to review and comment on the deliverable. The parties will review the edits and mutually agree on what updates are needed. Once the updates are made the deliverable is assumed accepted.
3. The City will provide access to 3<sup>rd</sup> Party software vendors as needed in order to understand functionality and security capabilities of the software.
4. The City will provide subject matter expertise on laws pertaining to system security access.
5. An IT review and assessment is designed to highlight risks. Edgewater makes no warrantee that all vulnerabilities and risks will be identified or that if recommendations are implemented that The City's security will not be breached.
6. During the term of this agreement and for a period of one year thereafter, neither party will solicit or hire an employee of the other party directly involved in the performance of this SOW.
7. Neither party's liability hereunder for damages, regardless of the form of action, shall exceed the total amount paid to Edgewater for its services pursuant to the SOW the liability occurred under. This shall be a party's sole and exclusive remedy. Neither party shall be liable to any lost profits, loss of data, or for any special, indirect or consequential damages, nor for any claim or demand against the Client by any other party.

## **7. Scope Change Process**

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During the project either party may request in writing additions, deletions, or modifications to the services described in this SOW ("change order"). We shall have no obligation to commence work in connection with any change until the fee and schedule impact of the change is agreed upon in a written Scope Change Request Form signed by the designated Project Managers from both parties.

Upon a request for a change, we shall submit the change on our standard change Request Form describing the change, including the impact of the change on the project schedule, fees and expenses. The Scope Change Management Process that will be employed is defined below. Both parties agree to follow this process and to use the Scope Change Request Form.

- Identify and document
- Assess impact and prioritize
- Estimate required effort
- Approve / disapprove
- Assign responsibility
- Monitor and report progress
- Communicate change resolution

Within two (2) consecutive business days of receipt of the proposed Change Request Form, you shall either indicate acceptance of the proposed change by signing the Change Request Form or advise us not to perform the change. If you advise us not to perform the change, then we shall proceed only with the original services. In the absence of your acceptance or rejection, we will not perform the proposed change.

## 8. Project Fees, Billing Policy and Travel Policy

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Edgewater will perform the work for this engagement on a fix bid basis for a fee of \$45,000 plus reasonable and customary travel related expenses to be billed at cost and estimated at less than \$4,500 assuming a start date of May 4<sup>th</sup>, 2015. This project will be completed within five (5) calendar weeks, dependent upon The City's resources and requirements described in this Statement of Work's Assumptions.

Edgewater will invoice monthly for expenses. Milestones will be invoiced per the payment schedule below with all amounts due and owed at time of invoice, with payment due net 30 days from receipt of invoice.

### Payment Schedule:

Milestone	Payment
30 Days After Contract Signing	\$10,000
Delivery of IT Technology Audit Findings Presentation	\$35,000

On any unanticipated work that is outside the scope of this agreement, Edgewater will provide services on a time and materials basis. The services will not be performed without prior written consent of The City.



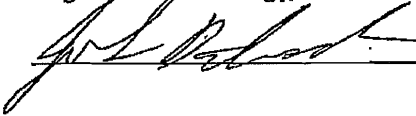
**9. Statement of Work Authorization**

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By signing this agreement, The City authorizes Edgewater to proceed with the start of this engagement as identified in this Statement of Work.

Please sign two (2) copies and return to Laurie Johnson via email at [Ljohnson@edgewater.com](mailto:Ljohnson@edgewater.com). Edgewater will return one counter-signed original to The City of Jonesboro. This Statement of Work is valid for thirty (30) days from issuance.

IN WITNESS WHEREOF, this Agreement is approved and executed by each party on its behalf by an officer or other person thereunto duly authorized.

Edgewater Technology, Inc.  
  
Name: John Insleman  
Title: Vice President  
Date: 4/21/2015