![Golden West Technologies]

SOW for City of Deadwood

Prepared for: City of Deadwood

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Prepared By:

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Project Objectives and Scope

Replace existing infrastructure at the Fire station and provide hardware to link Fire station to City Hall thus allowing for better management of the PC's and network at the Fire station provide internet access and ability to extend the phone system to the Fire station.

Customer Expectation

To provide a reliable connection between the City hall and the Fire station to allow for connectivity and management of pc's at the Firestation.

Proposed Solution

High Level Overview

** Items not necessarily performed in the following order ***

- GWT Technician – unpack hardware and upgrade to latest servicing software.
- GWT Technician – preplan the IP addressing scheme at the Fire station and program the new hardware for that subnet, and the WAN link
- Go on site and install new hardware.
- Test WAN link and routing making sure that connectivity and routing is working.

- Make sure all network devices are changed to be on the new subnet and are accessible from City Hall.

Technical Deployment Plan Overview

** Items not necessarily performed in the following order, GWT Technician to determine the order of steps, this merely used as a checklist ***
 Testing / Documentation/ Training:

- GWT to configure the routing at City Hall
- GWT to install new switch and UPS at Fire station.
- GWT to configure the routing on the Fire station L3 switch
- Complete test of networking – network connectivity and other testing performed based on GWT Standards and best practices.
- GWT Technician to work with NOC to ensure all changes made to network system are documented
- Technician to contact NOC to ensure all new network devices are connected and configured to communicate with GWT RMM tools.
- Technician(s) to ensure customer information in IT glue is updated to reflect new hardware, software, configurations and any other information deemed necessary by GWT standards and technician discretion.
- Technician to train customer IT contact and anyone the technician deems necessary or per customer request.

Risk

- Minimal, Fire station is not currently connected.
- Minimal, Possible routing issues when circuit first brought online at City Hall.

General Customer Responsibilities and Project Assumptions

Customer Responsibilities

- Customer responsible for any costs associated from LOB software moves (vendor license and labor costs)
- Customers ability to provide accurate and complete information, as needed.
- Timely decisions and approvals by "Customer Management Team".
- Involvement in all aspects of the project.
- Completion of site readiness activities (if applicable).
- Access to any location requiring technology deployment.
- Software product keys and/or activation keys not provided by GWT.
- All user names and software required (if applicable).
- Any impact to timeline from delay on customer side will be billable.

- Customer responsible for disposal or re-purposing of any replaced or unused equipment unless otherwise negotiated with Golden West Technologies.

Training, Support and Knowledge Transfer

Description of training or support if applicable

Support: Golden West Hourly

Project Completion

The Project will be considered complete when any of the following condition(s) are met:

Tasks list in "High Level Overview" and/or "Deployment Plan Overview" sections have been completed.

Change Management Process

During the project, either party may request, in writing, additions, deletions, or modifications to the services described in the Scope of Work ("change request")