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SOW

# Statement of Work

## Technology Infrastructure Assessment

Prepared by  
Martin Yarborough  
Martin Yarborough and Associates LLC

Table of Contents

Table of Contents .....2

Overview and Shared Objectives.....3

Project Scheduling .....4

Project Scope and Definition .....4

Deliverables.....11

Assumptions and Customer Responsibilities .....11

Change control process .....13

Martin Yarborough & Associates Personnel Skills and Qualifications .....14

Termination.....17

Pricing.....17

Signature and Acceptance.....18

Quote ..... Error! Bookmark not defined.

SAMPLE

# Statement of Work for Technology Infrastructure Assessment

This Statement of Work (“SOW”) is between Martin Yarborough & Associates (“Company”) and the Customer for the services described in the SOW (individually, the “Service” or collectively, the “Services”) and is effective as of the date last executed in the Signature section below.

## Overview and Shared Objectives

Customer has requested Martin Yarborough & Associates to provide a Statement of Work and pricing for the implementation of an IT Infrastructure Assessment:

The objectives of the engagement are:

1. Review major infrastructure products associated with end-user computing and provide recommendations for remediation.
2. Review major infrastructure products associated with the management of enterprise applications and provide recommendations for remediation.
3. Review major infrastructure products associated with data center operations and provide recommendations for remediation.
4. Review major infrastructure products associated with service management and provide recommendations for remediation.
5. Review major infrastructure products associated with security and vulnerability and provide recommendations for remediation.

Martin Yarborough & Associates executes such a program by implementing the engagement in a very structured manner:



The scope of the assessment includes:

| End User Computing   | Network Infrastructure   | Application Infrastructure  | Service Management   | Security & Vulnerability  |
|--|--|---|--|---|
| <ul style="list-style-type: none"><li>•Workstations</li><li>•Mobile Computing</li><li>•Printers</li><li>•Messaging</li></ul> | <ul style="list-style-type: none"><li>•Servers</li><li>•Storage</li><li>•Layer 2/3</li><li>•Wireless</li><li>•Telephony</li><li>•Backup/Restore</li><li>•Disaster Recovery</li></ul> | <ul style="list-style-type: none"><li>•Enterprise Applications</li><li>•Portfolio Management</li><li>•Integration</li><li>•SDLC</li><li>•Automation</li></ul> | <ul style="list-style-type: none"><li>•Service Desk</li><li>•IT Governance</li><li>•Change Management</li><li>•Asset Management</li><li>•Release Management</li><li>•Project Management</li><li>•Service Catalog</li><li>•Service Level Agreements</li></ul> | <ul style="list-style-type: none"><li>•Firewalls</li><li>•Security Event Monitoring</li><li>•IDS/IPS</li><li>•Account/PW Management</li><li>•Compliance</li></ul> |

## Project Scheduling

Martin Yarborough and Associates provides a high-level project plan as part of this SOW.

## Project Scope and Definition

### Pre-Engagement

1. All contract documents are completed and permission to proceed is provided.
2. MYA will send the organizational contact a Pre-Engagement worksheet to complete. Data is used to finalize the project plan.
3. Once MYA receives the Pre-Engagement Worksheets, Sponsor and SPOC orientation calls are setup and conducted.
4. MYA finalizes the project plan and submits to the Sponsor for approval.

### Workshop

1. Upon approval to proceed, MYA works with the SPOC to identify the Stakeholder Group and invite to Stakeholder Kickoff.
2. MYA prepares for the Stakeholder Kickoff meeting.
3. MYA conducts the Stakeholder Kickoff.
4. All participants in the assessment should be included in the group.

### Assess

The 5 proposed assessments include:

- Electronic review of the network and security
- Discovery
- Activity-based Costing surveys to IT staff

## Statement of Work – Technology Infrastructure Assessment

- IT Service surveys to organization staff
- Infrastructure interviews

### *Electronic review of the network and security*

1. MYA configures the Rapidfire Tools Network Inspector using data provided in the Discovery and sends the appliance to the SPOC for introduction into the Customer network.
2. MYA will initiate several discovery scans:
3. A Layer 2/3 scan to review the active directory structure and configuration. In addition, each switch/hub/router/bridge will be reviewed, and data collected concerning vulnerability and security.
4. A workstation/server audit (Windows/Linux/Mac/Android/IOS) scan is initiated to collect data about each device attached to the network and possessing an IP number concentrating on vulnerability and security.
5. If the customer is using MS SQL server, MYA initiates a MS SQL health check to collect data about the servers, databases and storage emphasizing server and dbase security and vulnerability. (Oracle scans are not available)
6. External vulnerability scans are performed on external facing hosts for vulnerability and security.
7. Internal vulnerability is assessed on all internal hosts.
8. The scanning process is designed to establish a baseline and can take 3–4 weeks to complete.

### *Discovery*

1. The SPOC downloads the Discovery excel spreadsheet from the MYA portal.
2. The spreadsheet is divided into several sections and should be completed by the most appropriate subject matter expert in the field.
3. Once completed, each subject matter expert should return his/her portion to the SPOC for review and completion.
4. The SPOC uploads the completed Discovery document to the MYA portal.
5. MYA disaggregates the provided data and performs a risk assessment on the information.
6. The results are aggregated into a findings database for analysis and inclusion in the calculation of the overall maturity of the organization.

### *Activity-based Costing surveys to IT staff (ABC)*

1. MYA provides excel-based costing surveys to the SPOC for distribution to all IT staff members.
2. The surveys require approximately 15 minutes to complete.
3. Once completed, staff members return the survey document to the SPOC for review and completion.
4. The SPOC uploads each individual survey to the MYA portal.
5. In order to calculate the financial benchmarks derived from the activity-based costing, the SPOC uploads each IT employee's loaded compensation to the MYA portal.
6. MYA incorporates the ABC data into the At-A-Glance workbook, along with the loaded compensation. The results will be the customer's financial benchmarks and current service costs.
7. The service costs will be compared against several benchmarks.
8. Results of the service cost analysis will be included in the findings database and included in the calculation of the overall maturity of the organization.

### *IT Service surveys to organization staff*

1. MYA provides a draft of an electronic survey to assess the satisfaction level of current IT services.

## Statement of Work – Technology Infrastructure Assessment

2. Modifications can be made if needed.
3. Once finalized, MYA provides the URL to the SPOC for distribution to all employees of the organization with a 2-week deadline.
4. The survey is designed to take only 5–8 minutes and provides an opportunity to collect valuable feedback.
5. Once completed, staff submit the survey and the results are aggregated in the MYA portal.
6. Survey data is disaggregated, and key findings included in the finding database to be used in the calculation of the overall maturity of the organization.

### Infrastructure interviews

1. MYA conducts 45-minute interviews with key infrastructure staff to include:
2. The areas and topics to be analyzed include:

|                                    |  |
|------------------------------------|--|
| <i>End-User Computing</i>          | <ul style="list-style-type: none"> <li>• Workstations to include desktops, laptops, thin clients, mobile devices and printers</li> <li>• Platform standards</li> <li>• Desktop procurement</li> <li>• Image build and management</li> <li>• Installs, moves, adds, changes (i.e. MAC)</li> <li>• Software distribution</li> <li>• Asset tracking</li> <li>• Desk-side support, break/fix</li> <li>• Refresh, removal, disposal</li> <li>• Classroom instructional technology equipment (AV)</li> </ul> |
| <i>Messaging and Collaboration</i> | <ul style="list-style-type: none"> <li>• Messaging services, including number and variation of messaging platforms</li> <li>• Collaboration services, including number and usage</li> </ul>  |
| <i>Data Center</i>                 | <ul style="list-style-type: none"> <li>• Servers/Mainframe</li> <li>• Platform standards</li> <li>• Performance management</li> <li>• Maintenance management</li> <li>• Virtualization</li> <li>• Backup and disaster recovery</li> <li>• Database operations management and support</li> <li>• Automation management</li> </ul>   |
| <i>Server and Storage</i>          | <ul style="list-style-type: none"> <li>• Platform architecture and standards (includes virtualization platforms)</li> <li>• Storage network measurement</li> <li>• Performance and capacity planning</li> <li>• Maintenance management</li> <li>• Tape management</li> <li>• Backup and disaster recovery</li> </ul>   |
| <i>Data Center Facilities</i>      | <ul style="list-style-type: none"> <li>• Environmental design and support</li> <li>• Rack and cable management</li> <li>• Monitoring capability</li> </ul>   |
| <i>Network</i>                     | <ul style="list-style-type: none"> <li>• Data, voice and Internet/intranet/extranet</li> </ul>   |

## Statement of Work – Technology Infrastructure Assessment

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• Operations practices</li> <li>• Number and types of networks</li> <li>• Performance monitoring capabilities</li> <li>• Network performance metrics</li> <li>• Capabilities and usage</li> <li>• Network provisioning</li> <li>• Disaster recovery capabilities</li> <li>• Automation capabilities</li> <li>• Website and portal environments</li> </ul>   |
| <i>Application Operations</i>                     | <ul style="list-style-type: none"> <li>• That part of application programs which has a direct relationship to the infrastructure the applications use and the operational aspects of supporting the applications</li> <li>• Application technology platform requirements</li> <li>• SDLC operational impact (environments, separation of duties, quality control)</li> <li>• Portfolio management (Lifecycle Management)</li> <li>• Availability management process</li> <li>• Maintenance processes (enhancements, patches)</li> <li>• Automation capabilities</li> <li>• Database operations management and support</li> <li>• Geographical Information Systems (GIS)</li> </ul>   |
| <i>Service Management – IT Business Processes</i> | <ul style="list-style-type: none"> <li>• Service desk</li> <li>• Incident management</li> <li>• Problem management</li> <li>• Request management</li> <li>• IT governance</li> <li>• Customer relationship management</li> <li>• Service level management</li> <li>• Financial management</li> <li>• Vendor management</li> <li>• Service delivery management (across all service areas)</li> <li>• Incident management</li> <li>• Change management</li> <li>• Release management</li> <li>• Configuration management</li> <li>• Asset management</li> <li>• Capacity management</li> <li>• Availability management</li> <li>• Procurement</li> <li>• Project management</li> </ul> |
| <i>Security and Compliance</i>                    | <ul style="list-style-type: none"> <li>• Standards</li> <li>• Policy administration</li> <li>• Vulnerability management</li> </ul>   |

## Statement of Work – Technology Infrastructure Assessment

|                                 |  |
|---------------------------------|--|
|                                 | <ul style="list-style-type: none"><li>• Intrusion detection</li><li>• Identity management middleware</li><li>• End user account and access management</li><li>• Compliance programs</li><li>• Software and management</li><li>• Data retention and protection</li><li>• Note: this assessment does not measure whether the customer is in security compliance, only that the disciplines exist and are being followed.</li></ul> |
| <i>Organizational Structure</i> | <ul style="list-style-type: none"><li>• IT Governance review</li><li>• Creation of IT policies, processes and strategy</li><li>• Management of IT risk</li><li>• Business process mapping and harmonization</li><li>• Continuous management of IT resources</li><li>• Monitoring results and IT effectiveness</li></ul>  |
| <i>Personnel</i>                | <ul style="list-style-type: none"><li>• Activity based costing to establish benchmark metrics</li><li>• Organizational staffing</li><li>• Skill set review and gap analysis</li></ul>  |

## Develop

Once all assessments have been completed, MYA processes each component. This includes:

- Discovery
- ABC data
- Electronic assessments reviews
- Survey findings
- Interview findings

### Findings Database

1. The primary tool is the findings database. This database is used to calculate the maturity of the organization and provide industry/sector/peer comparisons.
2. The findings databased is designed to be a summary tool to identify any component of the engagement that should be brought to the customer's attention.
3. It is not unusual that this database contains over 1500 entries.
4. Each entry is cataloged as:
  - a. **FYI** – For Your Information – An item not impacting the organization and provided just as documentation.
  - b. **GW** – Great Work – A recognized best practice
  - c. **PP** – Pain Point – An entry that offers an opportunity for improvement. Key pain points will be expanded into impact statements with pointed recommendations for remediation.



## Statement of Work – Technology Infrastructure Assessment

- In addition, each entry will be identified using the CMMI scale for Technology Maturity. These include:

| Component Assessed          | Definition   | Characteristics   |
|-----------------------------|--|---|
| <b>Service Delivery</b>     | Level and quality of current service delivery across all IT towers | The Service Delivery component is assessed to determine the quality of the current service delivery environment as compared to industry and vertical best practices. This examines the organizational alignment, strategy and vision, level of process integration, management of the service, user satisfaction and its focus on meeting or exceeding service level and operational goals. |
| <b>People</b>               | Quality and focus of staff development                             | The People component is assessed to examine the level and quality of staff development, to include culture, roles and responsibilities, customer service focus, training plans and employee care methodologies.   |
| <b>Price Point</b>          | Cost to deliver services   | The Price Point component is assessed to determine the internal cost to deliver services as compared to industry best practices. This includes the analysis of resource utilization and infrastructure components to quantify service costs.  |
| <b>Measurement</b>          | Management and analysis of performance metrics                     | The Measurement component is assessed to determine the organization's service level management methodology and process. This includes a review of operational metrics, the use of the metrics to communicate performance, trending capabilities, and related continuous improvement disciplines.  |
| <b>Financial Management</b> | Financial controls and discipline                                  | The Financial Management component is assessed to determine the organization's financial management methodologies including budget management, demand management, alignment of budget to IT delivery activities and cost recovery mechanisms.   |
| <b>Standardization</b>      | Level of standardization across the technical landscape            | The Standardization component is assessed to determine the organization's level of standardization in terms of hardware, software, tools, applications, and processes.  |
| <b>Tools and Automation</b> | Quality and automation of current toolset                          | The Tools and Automation component is assessed to determine the organization's tool portfolio used in enterprise management to determine effective use of automation to enhance service delivery.   |

### RAG

- Significant issues identified in the findings database are used to develop a Red/Amber/Green (RAG) analysis.
- The RAG analysis is used to develop a priority of remediation for the transformation process.
- MYA submits the RAG analysis in the form of a survey.
- The Sponsor retrieves the survey and assigns either a Red, Amber, or Green status to each issue.
  - **Red** – Significant issue – resolution is paramount.
  - **Amber** – Identified issue – resolution should take place but not as critical.
  - **Green** – Not an issue – acceptable risk

## Statement of Work – Technology Infrastructure Assessment

5. Once completed, the Sponsor submits the survey and the results are included in the overall transformation objective development process.

### Deliverables

MYA prepares all engagement deliverables for review.

### Present

MYA conducts two (2) presentations for this engagement:

- Sponsor/SPOC Review of Deliverables
- Stakeholder Review of Deliverables

#### Sponsor/SPOC Review of Deliverables

1. The SPOC schedules the 2-hour review of the deliverables.
2. MYA presents the deliverables to the Sponsor/SPOC virtually.
3. MYA will correct, modify or adjust deliverables based on feedback from the Sponsor/SPOC.

#### Stakeholder Review of Deliverables

1. The SPOC schedules the 1-hour review of the deliverables with members of the Stakeholder group.
2. MYA will conduct the review and address any questions about the engagement.

### Post-Engagement

1. MYA provides all deliverables to the Sponsor as prescribed in the engagement.
2. Upon presentation of the deliverables, MYA submits a Customer Satisfaction Survey to the Sponsor.
3. The Sponsor completes and submits the survey.
4. MYA will mitigate any issue identified in the survey to the customer's satisfaction.
5. MYA provides the Sponsor with the final invoice.
6. Organization provides final payment.
7. MYA closes the project.

## Deliverables

### 1.Executive Summary – PDF

- a. Reflects a high-level summary of key findings from the assessment for all evaluated areas with an emphasis on transforming service delivery capabilities, current delivery costs, and organizational structure.
- b. Highlights key findings based on the collected and compiled data from the current service delivery areas. These findings are organized by “RAG” status in accordance with customer-supplied priorities.
- c. Benchmarks current operations against cross-industry best practices as well as vertical market best practices
- d. Includes a Tools-Gap-Analysis
- e. Includes a Metric-Gap-Analysis

### 2.Assessment Findings and Recommendations – Excel

- a. Provides detailed assessment findings by functional areas in seven key efficient enterprise categories (service delivery, costs, people, metrics, standardization, financial and tools automation) and high-level recommendations for corrective actions.
- b. Specific areas of focus include insights on the current organization and operational structure, along with recommendations for future mode of operations.
- c. Lists the key areas where customer service delivery operations demonstrate excellence in service delivery along with providing key areas of future opportunity based on the analyzed results.

### 3.Service Delivery Ratings – PDF

- a. Provides detailed assessment ratings by functional areas across seven categories (service delivery, price point, people, measurement, standardization, financial management, and tools and automation).
- b. Reflects a rating of the analyzed service areas against a five-level efficient enterprise maturity model.

### 4.Service Delivery Costs – PDF

- a. Provides a unit cost estimate for specified service areas and compares these to industry standards.

### 5.AS-IS and TO-BE analysis – PDF

- a. Provides a graphical representation of the current (AS-IS) and desired (TO-BE) method of operation.

### 6.Transformational Blueprint – PDF

- a. Provides a graphical representation of the initiative recommended as a result of the assessment

## Assumptions and Customer Responsibilities

### Assumptions:

The Company may make certain assumptions while specifying the Services and deliverables detailed in this SOW. It is the Customer's responsibility to identify any incorrect assumptions or take immediate action which

## Statement of Work – Technology Infrastructure Assessment

will make all of the Company's responsibility to identify any incorrect assumptions or take immediate action which will make all of the Company's assumptions correct. Martin Yarborough & Associates makes the following assumptions while specifying the Services detailed in this SOW:

1. If the assumptions used to develop the SOW are found to be incorrect, the parties agree to meet and negotiate, in good faith, equitable changes to the SOW, Service Levels and/or Fee Schedule, as appropriate.
2. The prices for the Services are based on Customer's environment as known by the Company at the time of execution of this SOW. If the volumes, consumption factors or requirements change by plus or -5 (5%) percent, the county will adjust the pricing to reflect these changes.
3. The resources to perform the Services shall be available (including any travel time) Monday through Friday, 8:00 AM to 5:00 PM local Customer time (excluding nationally-observed holidays, based on a forty (40) hour week, unless previously agreed upon between Customer and Company.
4. The Company reserves the right to perform portions of the work remotely according to a schedule mutually agreed to by both Customer and Company.
5. A typical schedule involves working remotely at least one business day per week to complete deliverables and/or any applicable documentation. Additional fees may apply for travel/Services outside of this timeframe.
6. This SOW includes travel to one domestic location(s) within the Continental United States as detailed in this SOW. Any additional travel to other locations is considered out of scope and will require the approval of Customer via the change control process detailed in this SOW.
7. The Company is not responsible for resolving compatibility or other issues that cannot be resolved by the manufacturer or for configuring hardware or software in contradiction to the settings supported by the manufacturer.
8. The Company is not responsible for project or Service delivery delays caused by Customer facility or personnel challenges.
9. Completing transition within the agreed timeframe is contingent upon the Company receiving the necessary Customer information and gaining access to the necessary Customer resources, personnel and facilities in a timely manner.
10. The Company's pricing does not assume the responsibility of any Customer or third-party personnel, hardware, software, equipment or other assets currently utilized in the Customer's operating environment.
11. The Company reserves the right to sub- contract portions of all of the requested Services with permission from the Customer.

### **Not Included with This Service:**

- Any services or activities other than those specifically noted in this SOW.

## Customer Responsibilities

Both Customer and Company are responsible for collaborating on the execution of the Services. The Company's responsibilities have been set forth elsewhere in this SOW. Customer agrees generally to cooperate with Company to see that the Services are successfully completed. Customer agrees to the following assigned responsibilities:

## Statement of Work – Technology Infrastructure Assessment

1. Prior to the start of this SOW, Customer will indicate to Company in writing a person to be the single point of contact, according to the project plan, to ensure that all tasks can be completed within the specified time period. All Services communications will be addressed to such point of contact (the “Customer Contact”). Failure to do so might result in an increase in project hours and/or length in schedule.
2. Customer will provide technical points-of-contact, who have a working knowledge of the enterprise components to be considered during the Services (“Technical Contacts”). The Company may request that meetings be scheduled with Technical Contacts.
3. The Customer Contact will have the authority to act for the Customer in all aspects of the Service including bringing issues to the attention of the appropriate persons within Customer’s organization and resolving conflict in requirements.
4. The Customer Contact will ensure that any communication between Customer and Company, including any scope-related questions or requests, are made through the appropriate Company Project Manager.
5. The Customer Contact will provide timely access to technical and business points of contact and required data/information for matters related to the scope of Service.
6. The Customer Contact will ensure attendance by key Customer contacts at Customer meetings and deliverable presentations.
7. The Customer Contact will obtain and provide project requirements, information, data, decisions and approvals within one working day of the request, unless both parties agree to a different response time.
8. Customer may be responsible for developing or providing documentation, materials and assistance to Company and agrees to do so in a timely manner. Company shall not be responsible for any delays in completing its assigned tasks to the extent that they result from Customer’s failure to provide such timely documentation, materials and assistance.
9. The Customer Contact will ensure the Services personnel have reasonable and safe access to the Project site, a safe working environment, an adequate office space, and parking as required.
10. Customer will inform Company of all access issues and security measures and provide access to all necessary hardware and facilities.
11. Customer is responsible for providing all hardware, software, telephone Internet access, and facilities in a timely manner for the successful completion of the Services. Facilities and power must meet Company’s requirements for the products and Services purchased.
12. Customer agrees to complete a customer satisfaction survey.

## Change control process

The “Change Control Process” is the process that governs changes to the scope of the Services during the term of this SOW. The Change Control Process will apply to new Services components and to enhancements of existing services.

A written “Change Order” will be the vehicle for communicating any desired changes to the Services. It will describe the proposed changes to the Services scope, pricing, resources, tasks, and deliverables; the reason for the change; related assumptions and Customer responsibilities; and the schedule and price impacts of the change. The Company Project Manager will draft the Change Order document based on discussions with

## Statement of Work – Technology Infrastructure Assessment

Customer and Company team. Only changes included in a Change Order signed by both Customer and Company will be implemented.

In some cases, a Change Order will authorize Company to study the impacts of proposed change will have in terms of required changes to Services scope, schedule, and price. If, upon completion of the study, Customer agrees to proceed with an identified scope change, the Company Project Manager will draft a separate Change Order to detail the specifics associated with that change.

## Martin Yarborough & Associates Personnel Skills and Qualifications

The Company, will, at its sole discretion, determine the number of personnel and the appropriate skill sets necessary to complete the Services. Customer understands that Company resources may include employees of Company and/or a service provider or subcontractor to Company. Company personnel may work on-site at Customer location or off-site inside at a Company or other location as determined by the needs of the Services and by specific agreement of the Customer project manager. Company has identified the following initial resource levels for these Services. Key responsibilities for the resources are identified below.

### Martin Yarborough

#### Career Summary

For three decades Martin Yarborough has been involved in public education as a teacher, Director of Technology, Dean of Technology, Chief Technology Officer, and lastly, as the Chief Information Officer of the Fort Worth Independent School District, the fourth largest school district in Texas. This life-long Texan and seasoned educational professional received his Masters' degrees in Educational Administration and Curriculum and Instruction from Tarleton State University in Stephenville Texas and Bachelors' degrees in Chemistry and Biology from the same institution with doctoral work in Instructional Technology from the University of North Texas and Northern Illinois University.

Recognizing the potential of technology as a teaching and learning tool, Mr. Yarborough brought the Glen Rose public schools into educational technology prominence in 1982 by implementing the very first district-wide fiber-optic LAN in Texas, thus beginning a life-long love affair with educational technology that exists to this day. An innovator in implementing cutting edge, efficient technology into schools, Martin was among the first to implement voice over IP into classrooms, provide teachers with corporate-style email, develop a project-management practice to oversee large-scale, district-wide technology implementations, and incorporate extensive use of distance learning and professional development into public school classrooms.

His experience extends into application software development as well as management of large implementations of PeopleSoft, Computer Associates, and Microsoft deployments to include ERP products, network monitoring tools, email systems, K-12 ERATE, and portal environments. Martin was instrumental in the establishment of a comprehensive data warehouse and longitudinal data system for the Fort Worth public schools incorporating all benchmark and other testing data with student demographics in a SharePoint environment for access by faculty and staff through portal technologies.

Mr. Yarborough is a sought-after speaker on topics ranging from better efficiencies through assessments and educational practices as well as cybersecurity and disaster recovery.

#### Areas of Expertise

- **End User Computing** and client deployment strategies to include workstation management, output devices, and messaging practices (e-mail, instant messaging, voicemail, and fax).

## Statement of Work – Technology Infrastructure Assessment

- **Data Center Analysis and Design** to include server and server platforms including virtualization, storage (SAN, NAS and DAS), facilities management, backup/restore practices, and disaster recovery.
- **Application Enablement** to include business ERP, enterprise application software, software development lifecycles.
- **Security and Vulnerability** to include intrusion detection, account management and security assessments.
- **Services Management** to include service desk operation, change management practices, release management practices, problem management, and incident management. **Specialist in Business Impact Studies, Risk Analysis and Disaster/Recovery Planning.**

### Project Experience

- **Medium City Government** – Conducted an IT Assessment and facilitated a strategic plan to expand the IT program to accommodate a large sporting event venue to be constructed within the city limits.
- **Large Professional Organization in California** – Facilitated a state-wide strategic plan for a large organization of IT professionals
- **Large Educational Service Center in California** - Served as Senior Consultant in the Disaster/Recovery planning development. The 6 week engagement resulted in a comprehensive metric identification practice through the evaluation of a Business Impact Analysis, Risk Assessment and Application Analysis. The evaluation led to the implementation of a Disaster/Recovery program for the organization to span 16 weeks.
- **Medium Utility District in Florida** - Served as Senior Consultant in the Disaster/Recovery planning development. The 8 week engagement resulted in the development of 8 application recovery plans, a server recovery program, a network recovery plan and a telecommunication program.
- **Medium University in Texas** – Served as Senior Consultant in the Disaster/Recovery planning development. The 6 week engagement resulted in a comprehensive metric identification practice through the evaluation of a Business Impact Analysis, Risk Assessment and Application Analysis. The evaluation led to the development of an Educational Contingency Plan as well as a DR/BC plan for the college.
- **Large public school district in Virginia** – Served as project manager on an enterprise assessment making 15 actionable recommendations which resulted in a complete re-design of the service desk environment and desktop support. Six transformational follow-on engagements ensued.
- **Large public transportation company in South** – Served as Project Director on an assessment to review plans for a secondary disaster/recovery site for the largest roadway project in Texas. The results were detailed recommendations for implementing a self-contained data center that could temporarily be located in a remote location and moved in the event of a disaster. The assessment engagement led to data center consolidation and transformation opportunities.
- **Large public school district in South** – Provided project leadership on the largest assessment to date of the second largest school district in Texas. The new CIO was struggling making decisions and putting business cases together to request additional budget. A complex, custom assessment was developed with intent to review budget, hardware and services in preparation for an ITO proposal. The result was praised by the CIO, CFO and Superintendent and the adoption of the assessment by the School Board serving as the basis for an on-going strategic planning effort.
- **Medium school district in the Heartland** – Worked with the superintendent of schools to conduct an extensive Educational Assessment. Results included recommendations to move ERP, Messaging and Network Services to a cloud delivered model. The district retained my services for a 24-month period to assist the organization in implementing the recommendations. I established a comprehensive PMO Framework and trained the staff on project management during the implementation. The result was a complete data center transformation. This was an acquisition account for my company and as a result of the relationships I established, they have been one of the highlights of this past year. The organization was selected as a case study. This included the pm of a GroupWise/Exchange migration, conversion from Novell to MS Active Directory, implementation of video conferencing as well as several staff augmentations using 3rd party vendors to assist in the implementation of an extensive wireless network.
- **Medium school district in the Heartland** – Conducted a 4 week assessment of the IT Enterprise to include end-user computing, services management, data center operations and security and vulnerability. Identified 15 core initiatives and provided an operational roadmap for remediation. The result was an 18-month staff-augmentation as the interim CIO engaged to implement the suggested
- initiatives. The first step was the development of a PMO framework and staff training to implement the PMO.
- **State Government** – Conducted an enterprise technology assessment focusing on Administrative Applications, Web Operations and IT Infrastructure and Operations. Identified 12 core initiatives for transformation and submitted statements of work to deliver the transformational consulting. This included extensive leadership augmentation.



## Statement of Work – Technology Infrastructure Assessment

- **Large school district in South** – Fort Worth Texas – Provided the leadership to conduct an evaluation of ERP and Student Information Systems for transformation of the accounting practices of the district. Supervised the bidding and procurement process for the business ERP environment and let the implementation and migration practice for the successful implementation of Tyler Technologies MUNIS program.
- **Large school district in South** – Served in an interim CIO capacity to project manage a “botched” PeopleSoft implementation. I was able to bring the payroll system into compliance in less than 3 months and implement the benefit system.
- **Large school district in South** – Served as project manager for the conversion of a legacy ERP to a full PeopleSoft implementation. This involved the hiring of technical/functional consultants, procurement of equipment including bidding and supervising staff during this phase. The effort resulted in a successful implementation in less than 6 months of Financials/HR/Benefits and Payroll including self-service.
- **Large municipal government in South** – Conducted an enterprise technology infrastructure assessment. Engagement spanned 12 weeks of effort. Identified 14 core initiatives for improvement. Developed extensive roadmap for implementation. Follow-on included the implementation of a full-scale PMO and the training of staff to utilize the PMO framework as well as Novel®/Microsoft conversions and data center transformations.
- **Large school district in West** – Evaluated infrastructure capacity leading toward 15 week engagement for an enterprise technology infrastructure assessment. Worked with technology staff to identify 12 primary initiatives toward improvement of core infrastructure to include end user management, service management, data center operations and security. Effort resulted in a storage transformation and key network transformations.
- **Large school district in South** – Worked with Superintendent and CIO to implement a comprehensive infrastructure assessment. Effort spanned 15 weeks and resulted in the development of 15 core initiatives focusing on data center, end-user and service management.
- **Large University in South** – Conducted a readiness assessment of classroom multimedia infrastructure. Effort resulted in an organizational re-design and re-organization to consolidate siloed IT programs into a centralized IT department and let to extensive consulting engagements post-ITSA.
- **Large University in West** – Conducted an enterprise technology assessment focusing on Administrative Applications, Web Operations and IT Infrastructure and Operations. Identified 15 core initiatives for transformation and submitted statements of work to deliver the transformational consulting. This included extensive leadership augmentations, ITIL training and data center transformation.
- **Medium University in South** – Served as project manager on an ERP/Student Information conversion from a legacy mainframe system to a Unix platform running on Alpha processors. Conversion took 4 months plus another 3 months to convert over 1MM transcript records into the new format. Conducted University-wide staff development to faculty and staff on the use of the new ERP/SIS environment and established process and procedure for the management of the system.

### Professional Qualifications

#### *Education*

- B.S. Biology, Tarleton State University, 1979
- B.S. Chemistry, Tarleton State University, 1979
- M.Ed. Education Administration, Tarleton State University, 1990.
- Ph.D Instructional Technology, Northern Illinois University, 2001

#### *Certifications*

- Lifetime Teaching Certificate, Texas, 1979
- Mid-Management Administrative Certificate, Texas, 1990
- Superintendent Certificate, Texas, 1990
- PMP, 2007
- ITIL v.3, 2008
- TOGAF v.9, 2011

#### *Presentations and Publications*

- T.H.E. Journal Publication – Author... “A Journey Across the Fiber”, 1984.
- Educause Presentation – Speaker ...“Assessment for Efficiency”, 2008.



## Statement of Work – Technology Infrastructure Assessment

- ISTE Presentation – Keynote... “Designing a Better Educational Data Center”, 1996.
- TechSig Presentation – Keynote... “Outsourcing Data Center Practices”, 1992.
- SETL Presentation – Keynote... “Why Assessments Work”, 2010.
- ATLE Presentation – Keynote... “How to Increase Efficiency in your Data Center”, 2011.
- ASCD Presentation – Speaker... “Integrating classroom computers in to the curriculum”, 1996.
- MISA Presentation – Keynote... “Creating a climate of Efficiency in the Data Center”, 2013.
- SETL Presentation – Facilitator ... “Cloud Computing and BYOD”, 2013

## Termination

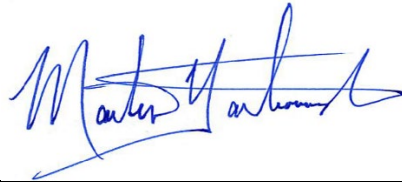
Customer may terminate this SOW for convenience upon providing Company with thirty (30) days written notice. Upon any termination of this SOW or the associated Agreement, Customer shall pay all of Company’s unpaid fees and out-of-pocket expenses accrued to the effective date of such termination. If Customer fails to perform any payment obligations hereunder and such failure remains un-remediated for fifteen (15) days, Company may suspend its performance until payment is received or terminate this SOW and the associated Agreement upon written notice.

## Pricing

Pricing for this engagement is provided as a fixed-fee price inclusive of all expenses. Those include travel costs, material costs and other associated costs in the development of the deliverable documents.

## Signature and Acceptance

By signature below, Customer and Martin Yarborough and Associates acknowledge and agree to this statement of work (SOW).



\_\_\_\_\_  
*Client Contact Signature*

\_\_\_\_\_  
*Martin Yarborough and Associates Contact Signature*

\_\_\_\_\_  
*Printed Name*

**Martin Yarborough**

\_\_\_\_\_  
*Printed Name*

\_\_\_\_\_  
*Title*

**Principal Consultant**

\_\_\_\_\_  
*Title*

\_\_\_\_\_  
*Company Name*

**Martin Yarborough and Associates LLC**

\_\_\_\_\_  
*Company Name*

\_\_\_\_\_  
*Date*

**January 2, 2020**

\_\_\_\_\_  
*Date*

Please fax a copy of your Purchase Order and this signed SOW (with all pages in full) to 1-817-887-3371.

## Quote

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SAMPLE