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Sample Statement of Work for Services



This is an example and your Statement of Work may vary given your specific requirements and the related IBM engagement.

IBM Implementation Services for Power Systems – IBM Systems Director

1. Scope of Work

Under the IBM Implementation Services for Power Systems – IBM Systems Director (“Services”), IBM will install and configure IBM Systems Director on a designated management server in an AIX environment and configure up to four endpoints to be monitored by IBM Systems Director.

IBM will identify the details relating to the Services in the Schedule for IBM Implementation Services for Power Systems – IBM Systems Director (“Schedule”) which accompanies this Statement of Work (“SOW”). The Schedule will also identify locations at which the Services will be provided and any applicable optional Services selected.

2. Definitions

IBM Systems Director - a platform-management foundation that streamlines the way physical and virtual systems are managed across a heterogeneous environment.

Services Recipient – means any entities or individuals receiving or using the Services, or the results or products of the Services.

3. Services

3.1 Services Coordination

3.1.1 IBM Responsibilities

The purpose of this activity is to provide an IBM Services specialist who will be IBM's focal point during performance of the Services. The IBM Services specialist will:

- a. review the SOW, and any associated documents, with Customer Point of Contact;
- b. establish and maintain communications through Customer Point of Contact, as defined in the section entitled “Customer Point of Contact Responsibilities” below;
- c. review and administer the Project Change Control Procedure with Customer Point of Contact, as defined in the Schedule; and
- d. coordinate and manage the technical activities of IBM's assigned personnel.

Completion Criteria:

This is an ongoing activity that will be considered complete at the end of the Services.

Deliverable Materials:

- None

3.1.2 Customer Point of Contact Responsibilities

Prior to the start of the Services, you will designate a person (“Customer Point of Contact”) to whom all communications relative to the Services will be addressed, and who will have the authority to act on Customer's behalf in all matters regarding this SOW. Customer Point of Contact will:

- a. serve as the interface between IBM's project team and all of your departments participating in the Services;
- b. attend status meetings;
- c. obtain and provide applicable information, data, consents, decisions and approvals as required by IBM to perform the Services, within two business days of IBM's request; and
- d. help resolve Services issues, and escalate issues within Customer's organization, as necessary.

3.1.3 Customer General Responsibilities

IBM's performance is dependent upon Customer management and fulfillment of your responsibilities, at no charge to IBM. Any delay in performance of Customer responsibilities may result in additional charges

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