

ORIGINAL



Palo Alto Firewall Migration
Prepared for
City of Smyrna

SCANNED

BY: _____ Date: _____

APPROVED

Per the City of Smyrna
Mayor and Council
Official Meeting Minutes

Date: _____

Service Agreement Number COS-07102023-1

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Overview

City of Smyrna has engaged Lockstep Technology Group to assist in the Palo Alto Firewall Migration.

Lockstep Technology Group's Project Approach

Lockstep Technology Group utilizes a consistent methodology when engaging with our customers for infrastructure projects. Our phased framework addresses the entire lifecycle of an IT solution. This proven methodology, combined with our experience and expertise, reduces the risk of deploying new technology and protects your IT investment. The five components are Assess, Design, Implement, Support, and Evolve.

1. **Assess**— Through assessing our client's needs and pain points as well as infrastructure elements (network, servers, operating systems, applications, storage, and security).
2. **Design**—Formulating and architecting the future enterprise based on the assessment (strategy, requirements, return on investment, optimization, development, and pilots).
3. **Implement**—Fast, smooth, and on-time implementations based on the agreed upon design (project management, experience, reduced risk, and cost- effectiveness).
4. **Support**—Ongoing management and support as well as technology survivability training/documentation so your staff can effectively maintain the architecture (network management [onsite or remote], phone support, training, documentation, and managed hosting).
5. **Evolve**—Working with you to develop a vision and road map for the future of your IT systems.

Scope of Services

In this Statement of Work for City of Smyrna, the Lockstep Technology Group Professional Services Team has outlined the requirements and describes the activities, deliverables, and resources that are necessary to complete the project goals. It is important to note the scope and pricing for this Statement of Work is based on information known as of the Statement of Work date and is subject to change as new information may be discovered over the course of the engagement.

Project Objective

The objective is to successfully migrate the City of Smyrna's existing Palo Alto firewall pair to a new PA1420 pair and migrate the devices' configurations, policies, and rules.

Scope of Work

The scope of work for this project includes the following high-level tasks:

- Assessment of the existing Palo Alto pair configuration and architecture
- Design and planning of the new PA1420 pair configuration and architecture
- Configuration of the new PA1420 pair with the same policies and rules as the existing Palo Alto pair
- Work to further segment network VLANs
- Testing and verification of the new PA1420 pair to ensure proper functionality and performance
- Migration of traffic from the existing Palo Alto pair to the new PA1420 pair
- Documentation of the new PA1420 pair configuration and architecture
- Knowledge transfer and training for customer IT staff on the new PA1420 pair configuration and architecture
- This scope of work may occur during business hours or after hours, as required to support the migration.

Service Requirements

City of Smyrna has the following responsibilities as they pertain to this engagement.

- Ensure availability of designated organizational and/or third-party personnel for the duration of the engagement to assist with application and desktop configuration as it pertains to the environment.
- Obtain all necessary hardware and desired peripheral products prior to the start of the engagement.
- Arrange for any necessary downtime prior to the start of the engagement.
- Provide Lockstep Technology Group consultant(s) all requested information about the company's technical infrastructure, preparing and updating said documents as much as possible prior to the consultants' arrival onsite. Requested information may include, but will not be limited to, the following:
 - Existing security policies and procedures.
 - A current master network diagram.
 - A current TCP/IP addressing scheme document.
 - A list of all applications (front-end and back-end) currently in use.
 - A list of all external connections (Internet, private line, etc.) currently in use.
- Provide Lockstep Technology Group's consultant(s) all necessary physical and login access to technical infrastructure (data center[s], wiring closet[s], server[s], etc.) for the duration of the engagement.

Project Assumptions

Based on communication with City of Smyrna personnel, Lockstep Technology Group is making the following assumptions regarding this project. These assumptions are the basis upon which Lockstep Technology Group prepared this Statement of Work. If any of these assumptions are inaccurate or important assumptions are missing, Lockstep Technology Group requests the City of Smyrna bring this to our attention so we may modify the Statement of Work accordingly.

All work will be performed during normal business hours—Monday through Friday between the hours of 8:00 A.M. and 5:00 P.M. (local time), excluding holidays—unless expressly stated otherwise in this Statement of Work. Work hours will be defined in the assessment phase to minimize impact on the production environment.

It is City of Smyrna's responsibility to back up the data on the affected systems and provide adequate security. Lockstep is not responsible for loss of data, for loss or use of any of the Customer computer or network systems resulting in the degradation or loss of performance of its services.

Terms and Conditions

This Statement of Work is subject to and governed by the Lockstep Technology Group Services Agreement between City of Smyrna, and Lockstep Technology Group, or, if City of Smyrna and Lockstep Technology Group have not executed a Services Agreement, the terms of Lockstep Technology Group's standard Master Agreement, which is posted at <https://lockstepgroup.com/terms-and-conditions/> and a copy of which is available upon your request (in either case, the "Master Agreement"). This agreement shall be considered a "Sales Order" for purposes of the Master Agreement.

Investment Summary

The price(s) shown below represents the value of assessment, design, and/or integration services described in the Scope of Services section above. The overall investment represents a block of hours cost for this SOW. The work will be performed until the hours are used or expired.

SKU/Product ID	Description	Unit Cost	QTY (Hours)	Extended Cost
PS-ENG-T4-TM	Engineer/Tier 4	\$250.00	9	\$2,250.00
Total				\$2,250.00

Acceptance / Notice to Proceed

A signature on this page by an authorized City of Smyrna representative with a purchase order indicates your agreement and acceptance of this Statement of Work. It allows Lockstep Technology Group to proceed with all necessary actions to start this project, including procurement of the Products and Services described in this Statement of Work. Each party represents that its respective representative, whose signature appears below, is duly authorized to execute, and deliver this agreement.

Customer Information		Project Information	
Company Name City of Smyrna		Project / Task Name Palo Alto Firewall Migration	
Address 2800 King Street		Customer Name Dat Luu	
City, State, and Zip Smyrna, GA, 30080		Phone/Fax 404-802-3500	Authorizing PO
Acceptance			
Customer Authorizing Signature and Title			Date

ATTEST:

Heather K. Peacon-Corn, City Clerk

