

Professional Services Work Order – OP140476
Security Product Integration Review / R1.0



CLIENT INFORMATION		
<u>CUSTOMER NAME</u> Fort Bend County	<u>DATE</u> July 12, 2019	
<u>STREET ADDRESS</u> 500 Liberty Street	<u>CITY, STATE, ZIP</u> Richmond, TX 77469	
<u>PERSON REQUESTING PROFESSIONAL SERVICES</u> Charles King	<u>PHONE</u> 281-341-4584	<u>EMAIL ADDRESS</u> Charles.king@fortbendcountytexas.gov
<u>NWN ACCOUNT MANAGER</u> Marc Friedhoff	<u>PREPARED BY</u> Scott Wofford	

SERVICES REQUESTED
<p><u>DESCRIPTION OF SERVICES TO BE PERFORMED:</u></p> <p>Cisco security products work together to deliver effective network security, incident response, and heightened IT productivity through automation. Fort Bend County currently owns several products from within the Cisco Security Portfolio and would like to understand integration capabilities and ensure appropriate integration is complete between their existing products. As part of this service engagement, NWN will assist Fort Bend County in the following areas:</p> <ul style="list-style-type: none"> • Review Cisco security products within the following <u>categories</u>: <ul style="list-style-type: none"> ○ AMP ○ Cloud Security ○ Email Security ○ Endpoint Security ○ Firewalls ○ Network Security ○ Network Visibility & Segmentation ○ Next-Generation Intrusion Prevention ○ Security Management ○ VPN and Endpoint Security Clients ○ Web Security • Identify currently owned products and integration capabilities • Verify and complete basic integration of existing customer owned products according to Cisco Best Practice <p><u>Deliverables:</u></p> <ul style="list-style-type: none"> • Engineering services (upto a maximum of 4 hours) for the duration set forth below. Project Coordinator will be primary point of contact for NWN/Client and is responsible for scheduling, communications and status for the project. • Project Coordination will work with project team and client to get project kicked off according to scope above. Coordinator will be primary point of contact for NWN/Client and is responsible for scheduling, communications and status for the project.

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Scope Assumptions:

- Customer is responsible for provide access to all systems requested by NWN for completion of the project.
- Customer is responsible for providing all hardware, software, maintenance and other resources required for the successful completion of the project.
- Customer will provide a primary point of contact for the NWN Project Manager or Service Coordinator.
- Customer will be responsible to have complete backups of any data prior to commencement of our services. NWN assumes no responsibility for lost data.
- NWN Standard Business Hours are Monday thru Friday, 8am to 5pm. All work effort noted above is estimated to be completed during this timeframe. If after-hours work is required, then a change order will be required.
- NWN will provide knowledge transfer to Customer staff throughout the engagement. Knowledge transfer is not intended to replace formal technical training and certification.
- Customer must have ACTIVE manufacturer support contracts on any existing equipment that NWN will be performing work on during this work effort.
- Adjacent equipment, and equipment that is connected to elements being worked on by NWN, has manufacturer support as well as customer-assigned support personnel to address any issues that arise during the work under this engagement.
- Services will be restored to pre-upgrade/pre-migration status/condition. Resolution of any pre-existing issues is not within the scope of this engagement unless specifically called out in this work order.
- Customer will provide existing “as built” information, including diagrams and other documentation.
- Should the Customer or its affiliates be responsible for any delay, reschedule, or deployment back-out, Customer shall assume all resultant engineering and work effort costs. NWN will issue a change order to customer outlining the project impact and cost.
- A Milestone Acceptance Form will be presented to the Project Sponsor on completion of the defined scope of this Work Order. The Project Sponsor’s acceptance of this item signifies that you understand, approve and validate that this item conforms to all project objectives and deliverables. The Project Sponsor’s acceptance further signifies that the Project Manager has authorization process invoicing for the completed milestone and move forward in the project per the approved Schedule. Failure to respond within five (5) business days will constitute acceptance in accordance with the Work Order.
- Should additional or more complex integrations be identified and requested by customer that exceeds this 4 hour engagement, a supplemental or new Work Order will be required.

FINANCIALS

<i>Service Type (select one)</i>	X	Fixed	
<i>Payment Type (select one)</i>		Purchase Order	NWN Block
TOTAL PROJECT PRICE			\$00.00

CUSTOMER AGREEMENT

Authorized Client Representative Signature	Date

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Printed Name of Client Signature	Title
NWN Management Approval	Date
Printed Name of NWN	Title