

PRESIDIO®



Palo Services for EE **STATEMENT OF WORK**

FCG - Fulton County Government

SOW Date: February 27, 2026

Opportunity #: 1001726059924.1

Valid for: 60 Days

CONTACT INFORMATION

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1. EXECUTIVE OVERVIEW

1.1. Project Introduction

Presidio is pleased to propose the following solution to FCG - Fulton County Government (“Client”). This Statement of Work (“SOW”) defines the tasks to be performed and the responsibilities of Presidio and Client.

The Professional Services as stated within this SOW are subject to and shall be governed by Presidio’s Terms of Service Agreement (<https://presidio.com/presidio-terms-of-service-agreement>) which are incorporated into and made a part of this SOW by this reference; unless a valid Master Services Agreement (“MSA”) between the parties, if any, for professional services has been executed and is in force at the time any SOW is executed; in which case the terms of the Master Services Agreement shall govern to the extent that they are inconsistent with this SOW.

Presidio will be providing the services described herein through its subcontractor Palo Alto Networks (“Supplier”). Any reference to “Palo Alto Networks” or “Supplier” in this SOW will also be a reference to Presidio.

1.2. Project Summary

The Services include a dedicated consultant (“Consultant”) who will be the Client’s technical point of contact focused on service delivery for the selected Core Specialization. The Services will start on the first business day the Consultant begins to provide the Services and will continue for the duration (12 months) of time (“Period of Performance”).

Services are specific to the selected Palo Alto Networks core specialization (“Core Specialization”) as identified in the Fees and Payment section and as outlined in Section 7: Appendix.

2. SERVICE PARAMETERS

2.1. Professional Services Extended Expertise

The following Service Parameters identified will be included with the Professional Services Extended Expertise Dedicated:

Parameter	Description
Business Hours	Every week, starting on the first day of the Period of Performance. <ul style="list-style-type: none"> Monday through Friday, standard local business hours of the supported Client office. The Period of Performance is subject to any planned time off and mandatory training as outlined in the Scheduling section.
After-hours cutover support	Must be scheduled a minimum of two (2) weeks in advance. Overtime provisions will apply.
Primary Location	All Services will be performed remotely unless included as part of the scheduled on-site visits
On-site Travel	On-site visits are scheduled up to five (5) consecutive days per visit (includes travel time) scheduled at a minimum of four (4) weeks in advance. Subject to public travel advisories and restrictions.

2.2. Professional Services Extended Expertise Dedicated Plus

The following Service Parameters identified will be included with the Professional Services Extended Expertise Dedicated Plus:

Parameter	Description
Business Hours	Every week, starting on the first day of the Period of Performance: <ul style="list-style-type: none"> Monday through Friday, standard local business hours of the supported Client office The Period of Performance is subject to any planned time off and mandatory training as outlined in the Scheduling section.
After-hours cutover support	Must be scheduled a minimum of two (2) weeks in advance. Overtime provisions will apply.
Primary Location	All Services will be performed remotely unless included as part of the scheduled on-site visits
On-site Travel	On-site visits are scheduled up to five (5) consecutive days per visit (includes travel time) and are scheduled at a minimum of four (4) weeks in advance. Subject to public travel advisories and restrictions.

2.3. Palo Alto Networks Core Specializations

Services performed by the Consultant will focus on one of the chosen Palo Alto Networks Core Specializations listed below. Services for the Core Specialization in Security Operations will focus on supporting security operations analysts for incident response.

Services for additional Core Specializations will require the Client to purchase additional Services under a separate service description (“Service Description”) or SOW.

2.3.1. Core Specialization – NGFW

The Consultant may perform the following as part of the Services in accordance with the Engagement Plan and best practices:

- Develop high-level engagement plan
- Consult and Advise: Provide direction and advise on best practices to ensure the most effective use of Palo Alto Networks Products based on the identified Core Specialization
- Planning and Design: Work with the Client to identify Palo Alto Networks Product deployment requirements
- Installation and Configuration: In accordance with Supplier best practices
- Migration Activities: Support the planning and configuration preparation for migration activities associated to Palo Alto Networks Products based on the identified Core Specialization
- Production Deployment: Support the planning and execution of production deployments of Palo Alto Networks products into the Client network
- Optimize and Maintain: Identify, plan, and execute maintenance and upkeep of Palo Alto Networks Products, including, but not limited to license upkeep, OS upgrades, feature enablement, version control, and critical issues resolution

- Knowledge Transfer and Operational Integration: Work with Client teams to integrate technology into day-to-day operations and provide operational training
- Communications: Lead or participate in project/stakeholder update meetings, quarterly service reviews, and provide status reports as mutually agreed

The Services listed above are not inclusive of all activities that the Consultant may perform and may vary per Core Specialization.

2.4. Service Specific Client Obligations, Assumptions and Exclusions

2.4.1. Client Obligations

- Any Client required equipment or onboarding processes to perform the Services will be delivered to Supplier in a timely manner; any delays in the receipt of such equipment or Client onboarding requirements will not be at the fault of Supplier, and the Period of Performance will not be delayed or extended.
- All purchased Palo Alto Networks Products (not demo/evaluation) are in a state of readiness for configuration (racked, stacked, powered, cooled, and cabled).
- All Palo Alto Networks Products are registered on the Palo Alto Networks support site.
- Client will have, at a minimum, an active Premium Support agreement with Palo Alto Networks for the chosen Core Specialization Product during the Period of Performance.
- All Palo Alto Networks licenses/activation codes are available to be utilized.
- Consultant shall have secure remote access to Palo Alto Networks Products for configuration and deployment.
- For on-site Services, provide Consultant:
 - With a safe working environment, including a workspace, telephone, and internet access, if necessary. Internet access will allow the Consultant to communicate with Supplier internal resources.
 - Any necessary building badges/passes, parking badges/passes, and machine room badges/passes.
 - Coordination of necessary physical access requirements to the location(s) where the Supplier security solutions will be installed. This may include securing security badges or making arrangements to accompany the Consultant into secured or restricted areas. For testing, the Consultant will need access to the testing lab location. For deployments, the Consultant will need access to the data centers where the Palo Alto Networks products will be deployed.
 - The proper environment for the Supplier security solutions installation, including access to proper power outlets, proper air conditioning, allocated rack space, and physical access controls to the hardware and software.

2.4.2. Assumptions

The following assumptions will apply to the Services:

- All implementation activity will follow Client's change control processes, as coordinated by Client's single point of contact ("SPOC").
 - Ensure legacy firewall configurations to be migrated can be frozen (no network or policy changes) prior to the production deployment.
 - Identify critical applications, develop their own deployment and/or application test plans, and facilitate appropriate testers/support personnel for the production deployment event.

- PAN-OS software release recommendation will be based upon generally available hardware and software features as defined in the requirements.
- Supplier will work with the Client to integrate into the existing networking environment within the limitations of the Product. Any changes to non-Supplier systems in this environment are the responsibility of the Client.

2.4.3. Exclusions

This Service is subject to the following exclusions:

- Services on non-Palo Alto Networks equipment
- Services that are outside the scope of the selected Core Specialization
- This Core Specialization service does not include products deployed in:
 - Public Cloud environments (e.g., AWS, Azure, GCP, Alibaba)
 - Private Cloud environments (e.g., ACI, NSX, Nutanix)

2.5. Engagement Initiation

Supplier will, with Client's participation, conduct an initial kickoff to review Client's primary focus and objectives for the Consultant during the Period of Performance. Client and Supplier will identify key activities and work streams, with associated prioritization and Client team members.

These activities and work streams will be documented in the engagement plan document ("Engagement Plan"). The Engagement Plan will:

- Identify engagement information
- Identify Client KPIs and directives served by the engagement
- Establish prioritized work activities and focus of the Consultant
- Identify key Client stakeholders and reporting structure
- Establish working schedule and recurring cadence of status/update calls

The Engagement Plan will be reviewed and approved with the key Client stakeholder(s) prior to commencement of the Services. The Engagement Plan will be the basis for initial and on-going reviews, and all Services provided by the Consultant during the Period of Performance in order to facilitate alignment of the Services to the Client's priorities and objectives.

2.5.1. Travel Expenses for On-Site Work

The Services will be performed in a remote capacity and will include travel and expenses ("T&E") for any scheduled on-site visits for one (1) Consultant for a maximum of five (5) days for each visit. Any additional T&E will be billed separately. Any travel by Supplier Consultants will be mutually agreed upon before the travel occurs and will be scheduled a minimum of four (4) weeks in advance. Any fees for travel-related costs incurred outside the scheduled on-site visits are purchased and billed separately.

2.5.2. Scheduling

Supplier will assign a Consultant with the appropriate skills to perform the Services. Staffing of the Consultant may take up to ninety (90) days. During the Period of Performance, the Consultant will work a normal workday of eight (8) hours and adhere to the Client's local business hours. Any Services performed after normal business hours and on weekends must be approved in advance by Supplier management. Services, planned or unplanned, exceeding forty (40) hours per work week during the Period of Performance will be considered overtime ("Overtime"). For any Overtime hour(s) worked, the Consultant will be provided with time off the following work week at a rate of one (1) hour for every Overtime hour worked or at another mutually agreed-upon date.

Client understands and acknowledges that from time to time, the Consultant will be required to attend Supplier mandatory training. The Consultant's attendance to any Supplier training events will be coordinated in advance with the Client.

During the Period of Performance, there are provisions for recognizing holidays and vacation. All planned time off requested by the Consultant shall be in accordance with the Supplier human resources policies. Time off will be scheduled and communicated by the Consultant to the Client with advance notice of fifteen (15) business days. In addition, the Consultant will adhere to the local Supplier office holiday schedule. The Consultant will immediately communicate any unavoidable unscheduled time off, sickness, or severe travel delays to both the Client contact and the Supplier manager. Supplier will not provide a replacement during any planned or unplanned absences and the Period of Performance will not be extended.

2.5.3. Background Checks

The Consultant assigned to perform the Services will have successfully completed background check verifications. Such background checks, at a minimum: (i) are conducted by a reputable, commercially recognized background check or investigative agency in compliance with all applicable laws and (ii) include a federal and county criminal conviction check in the county of residence, employment, work, and school in the previous seven (7) years for felony and misdemeanor convictions, pending charges, and outstanding warrants (or the equivalent thereof if international personnel).

2.5.4. Extensions

The Service may be extended with the purchase of the applicable incremental one (1) month SKU.

2.6. General Client Obligations, Assumptions and Exclusions

Supplier obligations, and the Services, are subject to Client complying with the Client obligations, assumptions, and exclusions listed below. Successful and timely completion of the Services are subject to Client meeting its obligations under this SOW and Supplier shall not be responsible for any delay due to Client's non-compliance of its obligations.

2.6.1. Client Obligations

Prior to the delivery of the Services, Client will:

- Provide a project manager or other SPOC for the project who will be responsible for:
 - Providing all information, as requested by Supplier, in a timely manner.
 - Acting as the central point of contact to Supplier.
 - Coordination of Client resources engaged in the project. Client's technical resources should be qualified on Palo Alto Networks Products.
- Be responsible for the procurement of any and all licenses for the Palo Alto Networks Products and provide to Palo Alto Networks professional services consultant(s) upon request.

- Provide Consultant with existing and up-to-date documentation, including, but not limited to: topological diagrams, design documentation, up-to-date configurations, and change management policy documentation.
- Advise Supplier of any:
 - Special security, health, and safety matters applicable.
 - Relevant project management meetings related to the project and/or Services, and permit Supplier to attend such meetings as appropriate.
- Be responsible for managing all other vendors, including, if applicable, Client's managed services partner or systems integrator.
- Be responsible for any and all configuration changes to any non-Palo Alto Networks products.
- Provide prompt written notice to Supplier as soon as Client becomes aware or has reason to believe that: Client will not meet any of the Client obligations under this Client Obligations Section, and/or if any of Supplier assumptions will not occur or are inaccurate.
- Provide any additional equipment, such as network analyzers, test equipment and/or laboratory equipment that are not provided by Supplier, but necessary to perform the Services.
- Ensure that Supplier personnel may access and use Client's and third-party licensors' proprietary materials as necessary for Supplier to perform the Services. Client warrants and represents that it has the right and authority to grant such access and use to Supplier and hereby grants Supplier the rights to use and access such proprietary materials as needed for Supplier to perform the Services.
- Accept as agreed upon and finalize the detailed software/hardware specifications and scope set forth herein prior to the start of the Period of Performance.

2.6.2. Assumptions

Throughout the delivery of the Services, Client will:

- Upon request or as needed, Client shall provide access to the skilled subject matter and technical experts within Client's (or their third-party vendor) organization for Supplier to perform the Services.
- Perform all responsibilities and obligations specified under this Statement of Work in a professional, workmanlike manner to facilitate a timely completion of the Services.

2.6.3. Exclusions

This Statement of Work is based upon, and is subject to, the following exclusions:

- The Services will not commence until Supplier has received a non-cancellable purchase order for the Services.
- Supplier is responsible for providing only the Services with the associated tasks described in this Statement of Work. Supplier shall have no responsibility for other contractors, or third parties engaged by Client or another third-party during delivery of the Services unless expressly agreed to in writing.
- Supplier shall not be responsible for any delays caused by Client or any third-party.
- Services are non-transferrable.

3. ENGAGEMENT INFORMATION

3.1. Resources

Presidio approaches project execution from a skills-based perspective. Our Execution Team comprises individuals with specific skill sets that will be utilized at different times during a given project. This enables us to provide a highly specialized workforce to the Client and utilize the appropriate resources for the required task. The Project Manager or Project Coordinator will distribute contact information for the project team personnel.

The following Presidio resources will be engaged in this project:

Resource Name	Discipline
Security Consultant	Network Security

3.2. Locations

All services outlined in this SoW will be performed and delivered remotely unless otherwise specified. Services described in this SoW may be performed or will impact the following locations.

Location	Address	City State ZIP
FCG - Fulton County Government	141 Pryor St	Atlanta, GA 30303-3444

3.3. Project Change Request Process

Any Items that are determined to be outside of this Scope of Work and deliverables defined must be submitted with a Project Change Request Form. No work outside of this Scope of Work will be undertaken without written approval and processing of a Project Change Request.

In the event that both Presidio and Client agree to a change in this Statement of Work, a written description of the agreed-upon change will be prepared using a Project Change Request (PCR) form, which both parties must sign. The PCR form will be used to describe the change, provide the rationale for the change, and specify any changes in the scope, schedule, or budget.

The terms of a mutually agreed-upon Change Authorization will prevail over those of this Statement of Work or any previous Change Authorization.

Modifications in project scope, including but not limited to the following, will require a Project Change Request:

- Client-requested changes in outcome, approach, features, or capabilities.
- Additional required tasks discovered through the planning and design review but not mentioned in this SOW or changes to the design after the signoff of the design phase and/or during the implementation phase.
- Upgrade, modification, or repair of equipment or applications to effectively deploy this scope.
- Defective equipment provided by the Client and integrated into the solution requiring additional diagnostic troubleshooting and/or remediation.
- Troubleshooting issues due to Client changes to configurations made “after” releasing the system or “after” a specific milestone completion in a multi-site phased deployment.
- Delays due to issues relating to site preparation that result in delays to the project.
- Delays in responding to scheduling requests, acceptance requests, and requests for information.

- Insufficient notice of a schedule change. If a 24-hour notice is not provided, charges may be applied.
- Changes required to existing infrastructure components, not called out in this Statement of Work, including patching and/or reconfiguration.
- Remedial work to resolve issues that existed before the installation (bad cables, lost passwords, third-party solutions, and so forth).

3.4. Technical Support after Completion

For non-critical support, including system expansion options, assessments, audits, and related services, or services that are not covered by a support contract with Presidio or another vendor, Presidio offers a variety of options, including Fixed Fee, Hourly Rate, or Daily Rate options. Pricing for these services is not included in this Statement of Work.

Managed Services Clients

Technical support for the solution implemented within the scope of this SOW can be obtained by: calling 800-494-0118, sending an email to presidio@service-now.com

Non-Managed Services Clients

Vendor's (such as Cisco or EMC) Support Center or Technical Assistance Center (TAC) is the vehicle for all support.

These Vendor Support Centers provide 7x24 support on all hardware and software, including replacement parts, software patches and updates, and configuration assistance.

4. ASSUMPTIONS & RESPONSIBILITIES

Presidio makes the following assumptions and has identified the following Client responsibilities in developing this Statement of Work. These assumptions and responsibilities serve as the foundation on which the project estimate, approach, and timeline were developed. By signing this SOW, Client agrees that these assumptions and responsibilities are correct and valid. Any changes to the following assumptions and responsibilities must be processed using the Presidio Change Management Process and may impact the project duration and labor requirements.

4.1. Engagement Assumptions

The following project assumptions are made and will be verified as part of the engagement:

- Client has read and agrees with all Items contained or omitted within this Statement of Work.
- This SOW supersedes all prior written or oral agreements, representations, and understandings related to the subject matter hereof. Any purchase order submitted pursuant to this SOW shall be subject to the terms herein and shall not be subject to any new or different terms, including pre-printed terms on such order. All changes to this SOW must be executed in writing and accepted by both parties, as indicated by authorized signature, prior to the execution of work.
- Any Items or tasks not explicitly listed as in-scope within this SOW are considered to be outside of the scope and not associated with this SOW and price.
- If integration of the product is performed at a Presidio facility, then transfer of ownership (acceptance) occurs upon the receipt and integration of goods at Presidio, regardless of shipment, as manufacturers will not accept returns of opened products.
- Presidio may engage subcontractors and third parties in performing a portion of this work.
- Some activities included in this project may be performed on Presidio's premises.
- Not all features or functions of the installed system are included in the scope of this engagement.
- Presidio reserves the right to modify the approach outlined within this SOW if it does not alter the timeline or overall outcome of the engagement.
- Presidio will configure the systems outlined within this Statement of Work with a unique set of authentication credentials unless otherwise provided by the Client. Upon the completion of the engagement, Presidio will provide Client with all usernames, passwords, and additional authentication information that were implemented during the engagement. Presidio strongly recommends that these credentials be changed upon the completion of the engagement.
- Any documentation will be delivered in Presidio format unless otherwise stated in this SOW.
- Project success criteria will be defined by the Client and jointly agreed to with Presidio.
- Client staff will participate throughout the implementation.

4.2. Client Responsibilities

The following Items are listed as the Client's responsibilities for this engagement. Client is responsible for performing the Items and activities listed in this section or arranging for them to be performed by a third party if appropriate.

- Provide a primary contact and a secondary contact when the primary is unavailable with the authority and the responsibility of issue resolution, and the identification, coordination, and scheduling of Client personnel to participate in the implementation of the SOW. Without a single Client point of contact, a Project Change Request may be required for the additional effort by Presidio.

- Be responsible for having in place active manufacturer support contracts on all devices that are the subject of this SOW.
- If on-site services are required and authorized, Client will:
 - Provide all required physical access to Client's facility (identification badge, escort, parking decal, etc.), as required by Client's policies.
 - Validate the site readiness prior to the dispatch of Presidio personnel to perform the services being contracted.
- If system access is required:
 - Provide all required functional access (passwords, IP address information, etc.), as required for Presidio to complete the tasks.
 - Provide high-speed access to the Internet for verification of device support requirements and for software downloads.
 - Provide VPN remote access for troubleshooting and configurations related to the project, as necessary. Utilizing Webex, Microsoft Teams, or other similar screen-sharing/meeting technology as opposed to independent VPN access or virtual desktop is out of scope. If there is no other option, Presidio will issue a Change Request to add additional funds to the project to accommodate the increase in time and effort.
- Provide Presidio with access to their systems, appropriate processes, and personnel as reasonably necessary for Presidio to fulfill its obligations.
- Where appropriate, knowledgeable resources will be made available for functional questions and making business decisions. It is also expected that Client staff will participate throughout the implementation.
- Participate in all working sessions as required to produce the success and efficacy of the services rendered.

5. PRICING

Presidio will provide the services outlined in this Statement of Work for a fixed fee of **\$527,702.82**.

Description	Amount
Project SOW Signing	\$527,702.82
Total	\$527,702.82

- Presidio will bill Client upon signing of this Statement of Work.
- If Client delays the project start or delays work on a subsequent milestone, Client must give Presidio written notice of delay no less than two weeks before work was scheduled to begin. If Client does not give adequate notice of the delay, Client may be liable to pay an amount equal to the milestone to be delayed based on the Project Pricing section.

5.1. Additional Expenses

The Services will be performed in a remote capacity and will include travel and expenses (“T&E”) for any scheduled on-site visits for one (1) Consultant for a maximum of five (5) days for each visit. Any additional T&E will be billed separately. Any travel by Palo Alto Networks Consultants will be mutually agreed upon before the travel occurs and will be scheduled a minimum of four (4) weeks in advance. Any fees for travel-related costs incurred outside the scheduled on-site visits are purchased and billed separately.

6. APPROVAL SIGNOFF

The use of signatures on this Statement of Work ensures agreement on project objectives and the work to be performed by Presidio.

Presidio's signature signifies our commitment to proceed with the project as described in this document. Please review this document thoroughly, as it will be the basis for all work performed by Presidio on this project.

This Statement of Work is valid for a period of 60 days from the date that this Statement of Work is provided by Presidio to Client unless otherwise agreed to by both parties.

FCG - Fulton County Government

Signature

Date mm-dd-yyyy

Printed Name

Title

PRESIDIO

Signature

Date mm-dd-yyyy

Printed Name

Title

7. APPENDIX

7.1. Scope of Work. Objectives

The general objectives of the Consultant engagement include, but are not limited to:

- **Deployment Stabilization:** Ensure the stable operation of newly deployed Data Center and network segmentation NGFW's, Prisma Access, and Prisma SD-WAN.
- **Performance Optimization:** Identify and implement best practices to optimize the performance and efficiency of existing and new security solutions.
- **Security Posture Enhancement:** Work collaboratively with the Client's team to identify security gaps, recommend improvements, and assist in implementing advanced security features.
- **Knowledge Transfer:** Provide guidance, mentorship, and informal training to the Client's internal teams to improve their operational capabilities and understanding of the deployed technologies.
- **Operational Assistance:** Offer expert-level assistance with day-to-day operational tasks, troubleshooting, and incident response related to the in-scope technologies.
- **Strategic Planning Support:** Assist in planning future enhancements, upgrades, and expansions of the security and network infrastructure.

7.2. Scope of Services - General Activities

The Consultant will perform a variety of activities as mutually agreed upon with the Client, which may include, but are not limited to, the following:

- **Health Checks & Assessments:** Conduct regular health checks and assessments of the in-scope systems to identify potential issues and areas for improvement.
- **Configuration Review & Best Practices:** Review existing configurations and provide recommendations based on industry best practices and vendor guidelines for optimal security and performance.
- **Troubleshooting & Issue Resolution:** Assist in diagnosing and resolving complex technical issues, working in conjunction with the Client's team and escalating to vendor support when necessary.
- **Policy & Rule Optimization:** Assist in the review and optimization of security policies, firewall rules, and access control lists to enhance security and simplify management.
- **Feature Implementation & Enablement:** Provide guidance and assistance in enabling and configuring advanced security features (e.g., Threat Prevention, URL Filtering, WildFire, App-ID, User-ID, VPN, SD-WAN policies).
- **Upgrade & Patching Support:** Offer guidance and support for planning and executing software upgrades and patches to maintain system security and stability.
- **Monitoring & Alerting:** Assist in establishing and refining monitoring, logging, and alerting mechanisms for effective operational oversight.
- **Documentation Support:** Assist in the creation or review of operational documentation, runbooks, and architectural diagrams.
- **Mentorship & Guidance:** Provide informal training and knowledge transfer sessions to the Client's technical staff.
- **Reporting:** Provide periodic updates on activities performed and progress towards objectives.

7.3. In-Scope Technologies (Examples - To be adapted based on Client needs)

The Consultant's expertise can be leveraged across, but is not limited to, the following technologies:

- Palo Alto Networks Next-Generation Firewalls (NGFW):
 - PA-Series appliances (e.g., PA-400, PA-800, PA-1400, PA-3200, PA-4400, PA-5200, PA-5400, PA-7000 Series)
 - VM-Series Virtual Firewalls
 - Panorama Management Server
 - Cloud-delivered security services.
- Related Security & Networking Components: Supplier will provide integration guidance for 3rd party equipment as necessary and support the hardware, software and configuration on Palo Alto Networks products.

7.4. Out-of-Scope (General)

The Services do not include:

- Full-time operational support or 24/7 on-call duty (unless specifically outlined in a separate agreement).
- Performing duties unrelated to the specified security and networking technologies.
- Providing project management services for initiatives not directly related to the Consultant's core technical focus.
- Hardware repair or replacement.
- Physical installation of hardware (unless specifically requested and agreed upon).
- Migration of non-Palo Alto Networks security products to Palo Alto Networks.
- Services on non-Palo Alto Networks equipment.

Specific out-of-scope items will be clarified and agreed upon during the engagement initiation.

7.5. Deliverables

While the primary deliverable is ongoing expert assistance, typical outcomes and contributions may include:

- Written recommendations for configuration improvements.
- Assistance with troubleshooting reports and root cause analysis.
- Knowledge transfer sessions.
- Contribution to operational runbooks or documentation.
- Periodic activity and progress reports.