AT&T Network Engineering Proposal

for

Chase

Chase
One Memorial Square
4915 Independence Parkway
Tampa, Fl. 33634

AT&T Solutions
Jeffrey J. Sicuranza Sr. Systems Consultant

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1.0 Executive Overview

AT&T is pleased to present Chase with this proposal for the New York implementation of the distributed network system. This proposal represents AT&T 's approach in helping Chase meet the requirements discussed in previous meetings. In addition to proposing the approach and tasks to help Chase meet their distributed networking system requirements, AT&T will act as the systems integrator for this project. As a leading systems integrator for the past decade, AT&T has delivered and managed customized business solutions for clients ranging from Local Area Networks to international networks. Chase will benefit from knowing that AT&T has designed, managed and installed networks such as the one we are proposing to Chase, with excellent client satisfaction and technical benefits.

Once all the projects have been defined, AT&T will implement and test the networks to verify that the systems on the network operate according to the design considerations. The careful management of this complex environment is essential to the successful completion of this project. AT&T will appoint a Project Manager who will assume technical and project manager responsibilities of the performance of the AT&T tasks as described in the Statement of Work of this proposal.

AT&T 's success in systems integration projects has been achieved as the result of applying three essential skills:

1.   The ability to plan and integrate functionally sound hardware and software systems that are designed to provide reliable and efficient application processing.

2.   The ability to match technical skills to particular work tasks.

3.   The ability to manage this project professionally and effectively.

We appreciate your continued interest in AT&T and are confident that our experience, methodology, and commitment to your success will result in a successful project. As a valued AT&T customer, we look forward to our continued partnership with Chase.

2.0 Project Approach

2.1   Management Approach

AT&T recognizes the importance of working closely with Chase personnel during this project. The knowledge, effort, and cooperation of Chase personnel is required to make this project successful. The combination of the knowledge and experience of the AT&T project members and Chase's knowledge of the business application will provide a highly productive team.

AT&T believes that the successful accomplishments of the project will depend on these key elements:

- Utilization of proven AT&T project management techniques

- A disciplined phased approach and a detailed project plan

- Active participation of a team of AT&T engineering professionals possessing the necessary skills dedicated to Chase.

- Utilization of existing hardware and software to provide a comprehensive solution to Chase business needs.

The successful completion of any project depends upon the careful execution of a well structured and detailed plan. This plan must be developed based upon a collective agreement of objectives and well-defined goals. It is the attainment of these goals which marks the successful end of any given effort.

In projects with the complexities of today's data processing environment, the attainment of objectives can be difficult. The results to be expected sometimes vary based upon a person's perspective within the organization. For example, the expectations of executive management may differ from those of the user or operations personnel. There are, however, certain attributes of success which are considered important to all personnel involved in any data processing project. The key attributes are that the project completes on time, that it stays within budget, and that the result is a quality product which satisfies the user.

In order to complete a project successfully, guidelines and procedures must be developed and implemented.   AT&T   has formulated and employs a methodology to help provide successful completion of projects. The components of this methodology are:

- Phased Implementation
- Change Control

These topics are discussed briefly in the next section.

2.1.1 Phased Approach

The separation of a project into logical, manageable phases is an integral part of the AT&T process. The key tasks are planning, hardware installation, software installation, unit testing and system testing.

2.1.2 Change Control

Recognizing that some changes to the scope of the project may require accommodation, a formal change control plan is required. Such a plan will allow Chase personnel to make cost and benefit trade-off based on the analysis of requested changes. It provides a control point so that only approved changes are implemented, This procedure is described in "Appendix B. Project Change Control Procedure" on page 38.

2.1.3 Systems Assurance

Project reviews, conducted on a scheduled basis by AT&T systems assurance specialists, are one of the most important project management control processes used by AT&T on operations support projects. The reviews are structured to provide AT&T management with an objective view of the status of the project and an early warning of real or potential problems. Early detection and correction of problems will help keep a project within its defined scope and schedule.

2.2 Project Organization

It is important that the organization of project personnel has clearly defined lines of communication and authority and allows effective and timely communication. In order to accomplish this, the following project organization is proposed below:
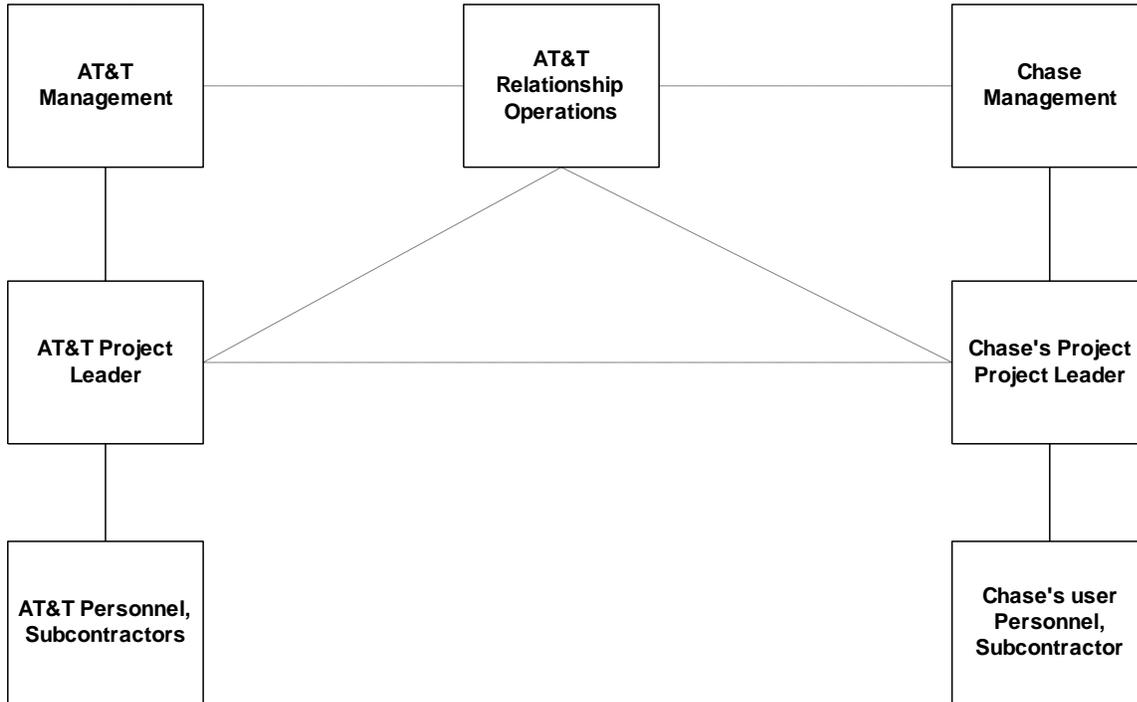
This structure establishes a clear interface with Chase management responsible for the system, and provides clear lines of authority to facilitate decision-making and to prevent or resolve problems quickly.

The key responsibilities in the organization are as follows:

- The AT&T Project Manager interfaces with the Chase Relationship Manager and has responsibility for the execution of the AT&T tasks.

- Chase Relationship Manager is the focal point for communications between AT&T and Chase. Chase Relationship Managers interfaces with the AT&T Project Managers and reports status to Chase management responsible for the project.

- AT&T   management monitors progress and performance of the AT&T   Project Manager and Project Team, and performs periodic Systems Assurance Reviews of the project progress.

3.0 Statement of Work

This Statement of Work is subject to the terms and conditions of the *AT&T Customer Agreement.* The following are incorporated in and made part of this
Statement of Work:

"Appendix A. Guidelines for Deliverable Materials"
Not applicable in this SOW.

"Appendix B. Project Change Control Procedure"

"Appendix C. AT&T Hardware and Software Products"
Not applicable in this SOW.

"Appendix D. Non-AT&T Hardware and Software Products"
Not applicable in this SOW.

3.1   AT&T Responsibilities

The following sections outline the tasks AT&T will perform on this project. These tasks will be performed by AT&T personnel or personnel subcontracted by AT&T .

3.1.1 Project Management

The purpose of this task is to establish a framework for project communications and reporting. AT&T will appoint a project leader who will have responsibility for the administration and technical direction of AT&T 's efforts on this project and will act as the focal point for coordinating AT&T activities with the Chase Project Manager who **is** responsible to Chase for this effort.

The following sub-tasks will be performed:

- Discuss the Statement of Work with the Chase Relationship Manager and review the responsibilities of both parties.

- Establish and administer project management procedures and develop project work plans in coordination with the Chase Project Manager.

- Track and evaluate project progress against established project work plans. Resolve deviations with the Chase Project Manager.

- With the Chase Project Manager, administer the change procedure   described in "A

- Define and monitor the support resources required for the project to determine that these resources are available as scheduled.

- Maintain project communications. Review the project progress with the Chase Project Manager.

- Prepare and submit written Weekly Status Reports to the Chase Project Manager, outlining project status, significant accomplishments, identification of issues and recommendations for corrective action.

- Coordinate weekly status meetings involving project management and technical personnel.

TASKS

3.1.2 Research Initial Issues

Task Description: The purpose of this task is to research any remaining design and/or technical information relating to the proposed archirectures. This task includes the following sub tasks:

This phase will accomplishes the wiring and transport medium aspect of the network.

- Burst mode For Print Servers
- PBURST.NLM memory requirements for file servers and NLM conflict
- VLM memory requirements and conflicts
- File Server Read/Write optimization SET commands
- Search Mapping optimizing
- BARNEY Serial Links
- BARNEY Back-End server CPU upgrade
- Synoptics NMM version audit

Completion Criteria: This task is considered complete when all the items listed above have proper information regarding operation, requirements and installation.

3.1.3   Install Server memory

Task Description: The purpose of this task is to add additional memory to CHMC3_OMC and SAA_3. This task includes the following sub tasks:

Based on prior definitions this task can be performed prior to other tasks. This task consists of the following sub tasks for the Production File Server and the backup File Server:

 Note: A full backup must be performed before work is to commence and a
        schedule for evening downtime should be completed.

Check for available slots for memory installation.
Install memory
Test (bring up server twice)

- Perform preliminary system check.
- Down File server.
- Install memory.
- Second restart and down.
- Run Configuration utilities to check all items are installed and test.
- Restart server and monitor status.
- Check Monitor "Resources" statistic screen for addition of memory and higher
- CACHE buffer percentage.
- Restart file Server
- Perform File Server test. This consists of the following:

    - Turn machine ON.
    - Observe POST and BOOT procedure.
    - Look for start-up errors.
    - LOGIN into the system.
    - Select any application and test.
    - Select a printer and test.
    - Check existing bindery and printing structure.
    - Check existing directory and file structure.
    - Send a message to another user.
    - Test utilities.
    - Log out of system.

Completion Criteria: This task is considered complete when the memory is installed, the server is running and statistics reflect the changes.

3.1.4 Burst Mode (Pilot)

Task Description: This task consists of installing the PBURST on a server and selected clients to monitor operations and impact.

Based on prior definitions this task can be performed prior to other tasks. This task consists of the following sub tasks:

Note: this task is dependent and based on the information obtained about the Burst mode NLM and VLMs in the Initial Research section(3.1.2).

Install PBURST on a selected server

NOTE: Network Services must select the proper file server based on the following criteria:

- LEAST IMPACT to users
- Resources available for NLM installation
- Easy to monitor

- Install PBURST NLM for proper segment interface
- Install VLMs on selected workstations
- Perform TRACE of custom application load and function
  (use the same traces outlined in the OMC LAN Analysis Report)
- Tune, INTER PACKET GAP, window, size or timing parameters
- Compare and document results
- Note any issues and research
- Document all final findings for roll out plan

Completion Criteria: This task is considered complete when statistics and traces have been obtained from the pilot to properly gauge the level of beneficial impact that burst mode protocols provide.

3.1.5 VLM Implementation Plan

Task Description: This task consists of what is required to create a plan or set of tasks to be included into an overall plan(or SOW) or a separate plan itself for implementation.

- List of File Servers to be changed
- Requirements for installation
- (does additional memory need to be installed so servers continue to operate at optimum cache performance and the PBURST.NLM does not impact current memory optimization.)
- When installation is to be performed(evening or weekend)
- Workstation VLM distribution method
- Impact/impedance factors definition
- Amount of resources required
- Test criteria

Completion Criteria: This task is considered complete when a plan or set of defined explicit tasks have been approved and implementation dates are scheduled.

3.1.6 OMC Network Architecture Research Items

Task Description: This task consists of performing research on any remaining operating and technical aspects of the proposed architectures outlined in the OMC LAN Analysis Report. Task.

Items requiring research outstanding:

→ NSI Balance and Redundancy for memory overhead to servers
→ NSI Balance, Redundancy and Rout-Off FDDI implementation
→ SAP delays optimization for Print Server
→ FDDI termination point from LOS_8 to OMC.
→ (Connectors and FiberMUX, do the FSI servers link into the fiber panel directly or to the FDDI concentrator if used?)
→ Copper Data Distributed Interface(CDDI)
→ Token-Ring over FDDI for initial construction
→ Existing unused, current AGS+ Router configuration
→ AMRES asset use determination
→ Revisit AGS+ Autonomous Vs Fastswitch modes
→ FDDI card used for File Servers
→ FDDI SNAP/RAW FDDI
→ Router LIPX and Packet Per Second rates compared to findings form the OMC LAN Analysis Report
→ Physical link components: cables, connectors, racks
→ Addressing
→ Filter definition
→ Access list definition
→ SNMP, management specifics
→ Pricing for hardware, software and resources

Completion Criteria: **This task is considered complete when sufficient information regarding the above research items is ready to be include/used for an OMC SOW, implementation plan and CHASE compliance.**

3.1.7 OMC Final Decisions tasks

Task Description: Once the remaining research items (previous task 3.1.6) is completed
and a design has been selected based on all information presented to Chase to this point AT&T and
Chase must comply on the design and pricing.

After such compliance, AT&T will create a detailed SOW just for OMC outlining the following project
information:

- Tasks
- Pricing
- Resources
- Dependencies
- Project critical path
- Test criteria
- Project breadth
- Documentation
- Rollback plan

An Impact analysis will be performed during this period.

Once submitted a final review process is initiated to ensure the following is sound:

- Pricing
- Resource allocation
- Low impact on business units
- Equipment delivery dates
- Rollback effectiveness
- Starting dates
- Dependencies

This SOW can be used by Tampa resources to manage and implement the project locally with minimally

Completion Criteria: This task is considered complete when Chase and AT&T have ratified on
the SOW and implementation dates have been set.

3.1.8 FSI and FSII

Task Description: The purpose of this task is to outline the approach used to resolve FSI and FSII issues as well as completing the list of infrastructure related projects slated for TAMPA.

A CASE methodology was applied to the analysis of OMC. The methodology ensures that each stage is executed with scrutiny, and the amount and detail of information is sound.

It is beyond the scope of this document to explain all the function and purpose of this methodology. However an AT&T Sr. Systems Consultant can be available to explain such a methodology.

The same approach used at OMC will be applied to FSI and FSI and ultimately the Campus. This ensures consistency relating to findings and design considerations.

The following tasks(phases) must be performed at each building

Survey Phase

A survey of the business and technical principals to obtain the following;

- Business considerations and goals
- Technical considerations and goals
- Current infrastructure attributes
- Applications used and critical functions
- Critical technical components
- Critical business functions
- Relationships(business, technical across buildings)

A detailed updated map of the existing network will be created.

All surveys will be documented and referenced in future phases.

Deliverable: Outlined notes and consideration from business and technical principals
                 Map of existing infrastructure

Analysis Phase

Once completed an analysis will be performed in each building on the following or defined components

Protocols	**File Servers**
Packets	**HUBs**
Routers	**Bandwidth capacity**
Application traces	**Throughput**
Bridges	**Traffic flows**
Broadcast traffic	**Traffic breakdown**
General findings	**Wiring**

The results of such will be integrated into a LAN Analysis Report(See the OMC report for examples)

A relationship outline will be created to show what traffic and functional infrastructure components are shared or impacted across all buildings.

The information will be analyzed and compared with information from the surveys.
The analysis will also provide a current operating state of the infrastructure.

Once completed and all information has been recorded the Design process will start.

Deliverable: LAN Analysis Report, halfway built, outlining the current findings and statistics as well as general information and recommendations.

Design Phase:

This phase will accomplish the following

- Review analysis deliverable
- Review surveys
- Compare and map business and technical design considerations and goals
- Hold preliminary design meeting with CHASE, AT&T and Vendor personnel
- Create a set of core design considerations
- Design network infrastructure to meet all considerations or incrementally meet some considerations.
- Define final research items and issues
- Create LAN Analysis Document outlining all findings and recommended designs

Deliverable: LAN Analysis Report

Build Phase

This phase is the final compliance check point of all information as well as a decision point to proceed with all or parts of the project elements.
A review of the related components/traffic/business units across all buildings will commence to outline the tasks or issues that may impede the build process(implementation).
The task previously outlined in section 3.1.6 and 3.1.7 will be applied in this phase
Once a plan is ratified the build process will commence.

Deliverable: Final complied SOW, project GNATT chart, and Open Items List

Below are some example tasks and how they would appear in the detailed SOW.

EXAMPLES

5.1.2 NSI Balance Installation

Task Description: The purpose of this task is to install BALANCE and Redundancy NLM on the Production and Medicaid file Servers and test.

Pre-Move Task

- Install Balance and Redundancy NLM on Medicaid file Server.
- Configure for appropriate NIC ports.
- Bind NIC ports to Router
- Test for balancing with two workstations on different segments and monitor Switch statistics and Novell statistics.
- Use protocol analyzer to generate traffic to server port and monitor.
- Pull primary cable out of server port and monitor recovery activity.
- Log all errors and correct.
- Monitor application response & recovery characteristics.

Move Tasks

- Apply above tasks to Production file server after all other task phases are complete.

Note: The NSI NLMs can be installed (but not bound) on the Production file Serve before it is moved.

Completion Criteria: This task is considered complete when all NSI software is installed, tested and operation attributes are validated.

5.1.10 Final Sweep Test

EXAMPLE

Task Description: The purpose of this task is to validate that all hardware and software has been installed correctly, and to test system threshold levels.

  Test all workstations for the following:

- Log into Production File Server(s)
- Retrieve applications (Production and Medicaid) and data files.
- Send a print Jobs to all printers.
- Logout

- Use protocol analyzer to generate traffic to determine system threshold levels during various functions.

- Monitor statistics on Switching HUB and apply any tuning parameters.
- Report and document findings.

   Completion Criteria: This task is considered complete when all hardware and software is validated and system threshold levels are documented.

The tasks can be carried by an engineer easily since all information to this point is sound and documented.

3.1.9 System Documentation.

 Task Description: The purpose of this task is to document the new infrastructure.

AT&T will document all work. The documentation process is a perpetual process carried out during all phases of the model thus resulting in a LAN Analysis Report with the BEFORE State of the Network, The detailed plans that turn into documentation about the resulting network.

All normal and critical elements will be documented during the build phase or after.
some examples are:

- File server configuration
- Router configuration
- Address map
- Protocol breakdown
- Application Servers
- HUB and critical components port documentation
- Port LINK relationships

 Completion Criteria: This task is considered complete when a document outlining all configuration attributes/details about each component is compiled in a binder and submitted to Chase.

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3.1.10   END Result

The result of this approach and SOW is the following

- Separate optimized design for each building
- Resolution of all infrastructure related projects(they will be consumed by the model during the phases)
- Separate documents and reports on each building
- Separate plans for each building
- All information will be compiled and can be referenced efficiently
- Starting point to use information for TAMPA guidelines and procedures manual

Campus Project

Provide information on how to best design the CAMPUS infrastructure. This will be covered in each buildings Analysis and Design phase and a determination will be made, based on component relationships, if the campus design process is initiated during the FSI/II design phases. The model can be applied separately to the CAMPUS project as well.

The model used for OMC and TAMPA will also be applied to the T&N project as well and be quicker to perform. If FSI/II are already started, the information, if any, relating to T&N can be used thus saving discovery time involved.

Resources

It is recommended that an AT&T project leader manage the project and a Senior Network engineer initiate the model approach with TAMPA personnel working in parallel. By using the CASE outlined method, the local TAMPA resources can learn and perform the tasks by just checking off what was completed. The TAMPA resource can submit his deliverable to New York for review and conference calls can quickly be initiated instead of costly meetings that may require resources to visit TAMPA.

NOTE: A determination has to be made whether or not the FSI and FSII buildings are approached at the same time or separately.

3.2 Key Assumptions

This Statement of Work and AT&T 's estimates to perform the Statement of Work are based on the following key assumptions as per the AT&T Project Plan:

- Chase Network Services will be involved in all project phases.

- A location for all new equipment provided by AT&T will be provided before deployment onto desktops and racks.

- Chase is responsible for all delivered equipment that resides in Chase TAMPA office facility.

- AT&T will provide services under this Statement of Work during normal business hours, 8:30 am to 5:30 PM Monday through Friday, except holidays.

- Upon request, Chase will provide access to all locations and resources on weekends and holidays.

- AT&T Is not responsible for late delivery of equipment which impedes the progress of the overall project.

- Work performed over a weekend will be billed with overtime rates applied.

- Chase performs all workstations moves and configurations.

- Chase will perform all workstation related testing.

- AT&T is not responsible for any changes originating from the building manager or construction company that impede the projects progress.

- Any impact resulting from deviations to these assumptions will be assessed using the procedure described in "Appendix B. Project Change Control Procedure" on page 38.

- AT&T, Chase and Vendors will provide input into each phase especially during the design.

- AT&T Tampa personnel is responsible for local vendor resource management

- AT&T Tampa personnel is responsible for infrastructure related components implementation.

3.3 Chase's Responsibilities

The successful completion of the proposed effort depends on the commitment and participation of Chase management and personnel.

The responsibilities to be performed by Chase as disclosed in the following sections will be performed at no charge to AT&T . AT&T 's performance is predicated on Chase fulfilling these responsibilities as per the AT&T Project Plan. If any of these responsibilities are not fulfilled, the AT&T Project Manager will assess the impact and advise Chase of any changes to the schedule or price under "Appendix B. Project Change Control Procedure" on page 38.

3.3.1 Chase Project Manager

Chase will designate, prior to the commencement of services a person called the Chase Project Manager **(This person could be the Relationship Manager).** Chase Project Manager will have the authority to act for Chase in all aspects of these services and will be the primary focal point for communications with the AT&T Project Manager. Chase Project Manager will:

- Provide changes to information, data, decisions, and approvals to AT&T personnel in writing within one day of change execution.
- Provide liaison between AT&T personnel and Chase personnel.
- Take direct action, as appropriate, to rectify deviations from plans, schedules, or procedures which are Chase responsibilities.
- Identify and schedule appropriate local personnel for project activities.
- Participate with the AT&T Project Manager in analyzing, approving, or rejecting changes in accordance with the Project Change Control Procedure.

3.3.2 Chase Administrative Responsibilities
(AT&T Telecomm.)

Chase will provide the following:

A listing of all workstation locations and corresponding patch panel matrix.
All needed phone numbers to internal resources for testing and configuration purposes.
Access to all facilities
Labeling and patching specifications.
Any configuration related parameters that are required to install any
of the proposed Hardware and Software in a non default state.

3.3.3   AT&T Hardware

Chase is responsible for all equipment delivered to it's location after receiving such equipment by standard means.

3.3.4   Security

Chase shall provide AT&T all needed building passes and permits.

Chase is responsible for the actual context of any data, selection and implementation of controls on its access and use, and security of the stored data.

3.3.5 Laws, Regulations and Statutes

Chase is responsible for the identification and interpretation of any laws, regulations, and statutes that affect the Chase systems and programs. It is the responsibility of Chase to assure that the systems and programs meet the requirements of those laws.

3.3.6 Office Space and Other Facilities

Provide suitable office space, office supplies, furniture, electrical, and network service at each of the following installation locations, Fountain Square One, Two and One Memorial Center, for AT&T personnel and any AT&T -provided equipment required.

3.3.7 Tools required

Protocol Analyzer

3.4 Deliverable Materials

3.4.1 Reports

AT&T will deliver one copy of each of the following Deliverable Materials. Descriptions of these materials are contained in "Appendix A. Guidelines for Deliverable Materials" on page 37.

1. Weekly Status Reports

3.5 Estimated Schedule

This section describes the estimated schedule for the tasks defined in "AT&T Responsibilities" on page 10 in this Statement of Work.

Please refer to the GNATT Chart

3.6   Completion Criteria

AT&T shall have fulfilled its obligations under this Statement of Work by accomplishing the AT&T tasks described in "AT&T Responsibilities" on page 10 and delivering the items listed in "Deliverable Materials" on page 31.

3.7 Charges

The total estimated project price is **$xx,xxx.xx** The charges are as follows:

Billing Keys   N = normal hours
                  O = Overtime hours
                  W = Weekend hours

Hourly rate	**$xxx.xx 9-5 pm weekday**
Overtime Rate	**$xxx.xx 5-12 pm weekday**
Weekend rate	**$xxx.xx 9-5pm**
Weekend Overtime	**$275.00 5-12pm**

Task	Hours	
Add memory to existing file server	1h	N
Install new Primary Medicaid file server	8h	N
Install new Medicaid spare server	8h	N
Make changes to AUTOEXEC.NCF	1h	N
Make changes to LOGIN scripts	1h	N
Install new DASD for Medicaid FS	4h	N
Install SCSI and display switching gear	4h	N
Mount Production servers into cabinets	8h	W
Installation of new HUBs into racks	4h	N
Installation of existing HUBs into racks	4h	W
Setup and Configuration of Alantec	8h	N
Configuration of Alantec Bridging & IP setup	16h	N
Install Router into rack	2h	N
Test infrastructure	16h	N
Install NSI and test Medicaid	8h	N
Install NSI and Test production	8h	W
Install Tape server and test	16h	N/0
Install D-View	8h	N
Prepare for move of existing file server into new location	2h	O
Run UPS server cables & load ups NLMs	3h	N
Patch all data cables	8h	N
Create all bindery objects on Medicaid server	4h	N
Setup desk and console	2h	N
Re-install CUBIX and test	4h	N
Apply any final Server and WS software changes before move,		

necessary Autoexec.bat and Config.sys changes.   4h   N
Upgrade existing D-Link Hubs   4h   O

**** PRE move testing ****

Test new (partially built) infrastructure   3h   N
Test Alantec recovery options   8h   N
Test CUBIX in new infrastructure   4h   N
Test backup   6h   N
Test NSI recovery options   8h   N
Test cold server switch   2h   N
Rollback definition and test   8h   N

*** Move testing criteria ***

Testing of connections to all servers.   16h   W
Test application load from both file servers.   8h   W
Test existing file server cold spare switch   2h   W
Test Alantec recovery options   8h   W
Test NSI recovery options   8h   W
Test backup   4h   W
Documentation   32h   N
Perform full backup on both servers   6h   W
Project management   80h   N

*** POST MOVE ***

On-site support/changes   24h   N

Total Normal hours: **305**
Total Normal hour cost: **$XX,XXX.XX**
Total Overtime hours: **xHrs.**
Total Overtime cost: **$x,xxx.xx**

Total Weekend hours: **XXHrs.**
Total Weekend cost: **$xx,xxx.xx**

Total Hours: 383

Total Project services cost: $xx,xxx.xx

Note: the above is just a breakdown, Chase will be charged at a fixed price.

3.8 Terms and Conditions

AT&T will perform this Statement of Work under the terms and conditions of the *AT&T Customer Agreement.*

Appendix A. Guidelines for Deliverable Materials

A-1 Weekly Status Report

Purpose: AT&T will provide Weekly Status Reports advising the Chase Project Manager of the progress and status of the AT&T activities. The report will outline the AT&T activities and describe the status of tasks worked on during that period. Significant accomplishments, milestones, and problems will be identified.

Content: The report will consist of the following, as appropriate:

- Activities performed during the reporting period

- Activities planned for the next reporting period

- Project change control summary

- Problems, concerns, and recommendations

- Other items of importance

Appendix B. Project Change Control Procedure

The following provides a detailed process to follow if a change to this Statement of Work (SOW) is required.

- A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change and the effect the change will have on the project.

- The designated Project Manager of the requesting party will review the proposed change and determine whether to submit the request to the other party.

- Both Project Managers will review the proposed change and approve it for further investigation or reject it. AT&T will specify any charges for such investigation. If the investigation is authorized, the Project Managers will sign the PCR which will constitute approval for the investigation charges. AT&T will invoice Chase for any such charges. The investigation will determine the effect that the implementation of the PCR will have on price, schedule and other terms and conditions of the Statement Of Work.

- A written Change Authorization must be signed by both parties to authorize implementation of the investigated changes.

Appendix C. AT&T Hardware and Software Products

Purchase of AT&T products will be governed by the terms of the applicable standard AT&T agreements.

C.1 AT&T Hardware Products

The products listed below will be supplied under the terms and conditions of the AT&T Statement Of Work.

Appendix D. NON-AT&T Hardware, Software and Service Products

Product   **Subcontractor**   **Qty.**