

# STATEMENT OF WORK

## 1 Deployment automation

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**Customer:** Prestigious company in the telecommunications industry

**Duration:** 4 months

**Turnover:** €49,000

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- Analysis of the organisational and technical framework conditions
- Definition of rollout and rollback strategies and configuration changes
- Determination of the levels of reusability of Ansible Artefacts
- Setup and configuration of an Ansible Controller
- Conception and realisation of the playbooks/roles to be created based on specific Artefacts

## 2 Output Management System

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**Customer:** Prestigious company in the telecommunications industry

**Duration:** 4 months

**Turnover:** €85,900

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- Internal code analysis
- Analysis and adjustment of test coverage
- Migration to Maven and setup of Spring Boot project structures and associated Jenkins jobs
- Defining the test environment and setting up an internal test system
- Performing integration tests on the DEV environment

# MANAGED SERVICE

## 1 Managed Service Desk 2nd Level Support

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**Customer:** Prestigious technology group

**Duration:** 45 months

**Turnover:** €1,213,000

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- 2nd level and end user support supplied by an ITIL-based service organisation
- Evaluation and implementation of CRs
- Support in project work
- Implementation of continuous optimisation processes

## 2 SharePoint farm support

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**Customer:** Prestigious industrial group

**Duration:** 12 months

**Turnover:** €113,000

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- Support for existing applications
- Adaptations for deployed third-party software
- Process adaptations / workflows in accordance with specifications
- Organisation and structuring of documents
- Adaptations to libraries and lists
- Office integration and support for mySites / infrastructure