

STATEMENT OF WORK
CUSTOMER
AWS AppStream 2.0 POC

2025

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1. Scope and Approach

Samana will work with CUSTOMER to implement a new environment for testing and evaluating applications presented by AWS AppStream 2.0. This POC will enable CUSTOMER access to the applications from anywhere, thereby increasing flexibility, improving scalability, and supporting the final user with a seamless experience.

Samana Group follows the Samana Consulting methodology for all engagements. As such, the approach for this project will be based on the Samana Consulting methodology; its key segments are defined below. This project will consist of deliverables from the shaded segments in the table – the specific deliverables are detailed in the following section of the document.

2. POC Deployment

2.1 Prerequisites

The following items are required for the POC:

- Session Meeting
 - Presentation of the work team.
 - Identify stakeholders and operations/technical team.
 - POC scope review.
 - Readiness checklist.
 - Plan review
- Customer Information
 - Infrastructure assessment.
 - AWS accounts and resources.
 - Business flow and processes involved.
 - System dependencies.

2.2 Scope of Work

Samana will design the POC for AWS AppStream following the principles of the AWS Well-Architected Framework, when applicable. The principles include building secure, high-performance, resilient, and efficient solutions. The Well-Architected Framework ensures that CUSTOMER will leverage cloud best practices, embracing the six pillars: Operational Excellence, Security, Reliability, Performance Efficiency, Cost Optimization, and Sustainability.

Kickoff

- Introduce teams and establish communication preferences.
- Review scope of work.
- Review environments, processes, security standards, tooling, documentation, and repositories.

Discovery

- Review of infrastructure involved.
- SLA and uptime requirements.
- Performance requirements for the application.
- Security and compliance requirements.
- Data and storage requirements.

Design

- Design Network and communications.
- Identify application requirements and decide the functionality on AppStream.
- Define de pipelines for automation process.
- Definition of cloud resources for Stack.
- Design the Fleet types to use.
- IAM policies.
- Authentication flow.
- Review network architecture.

Deployment

- Configuration of landing zone.
- Creation of AWS account.
- IAM configuration.

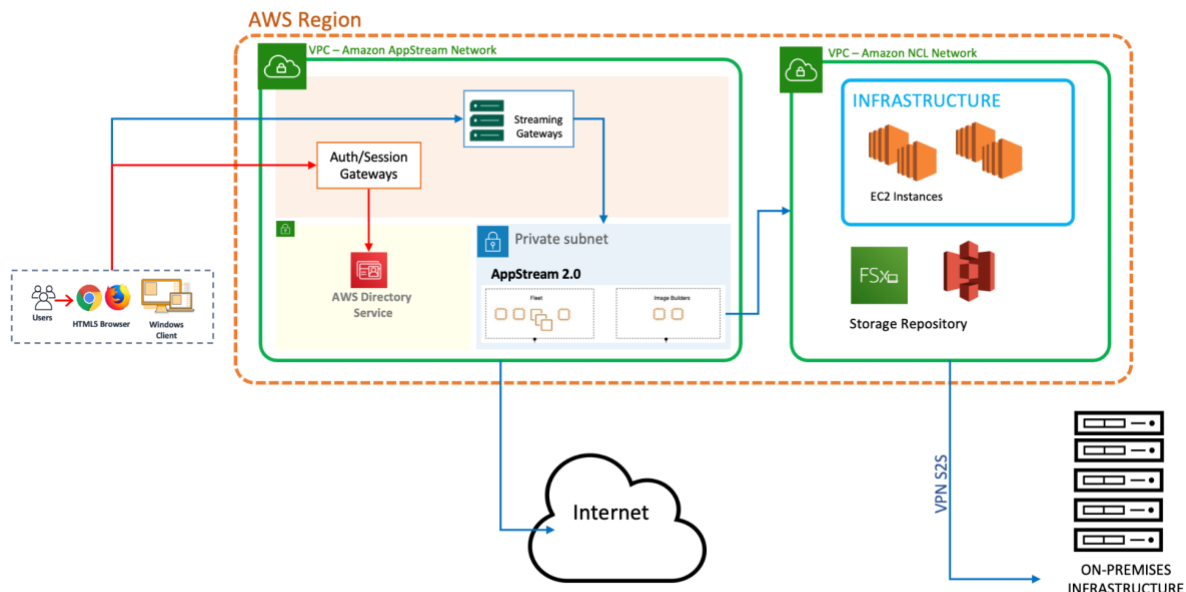
- VPC set up.
- Creation of instances (image builder and fleets).
- Integration of AWS CloudFormation for automation.
- Configuration of storage for applications settings.

Configuration & Testing

- Authentication configuration.
- Active Directory support.
- Creation of image builders and Elastic, On-Demand or Always-On Fleets.
- Configurations of Image Builder.
- Users to provision on the Stacks.
- Testing and setting processes.

2.3 Architectural Diagram

This is a description of the proposed high-level technical architecture to understand the main aspects of the POC.



2.4 Project Success Criteria

Determining the success factors before the project begins is necessary for a proof of concept. The following are milestones to accomplish for this AppStream 2.0 POC. Any additional objectives must be stated during the kickoff session.

Feature / Capability	Basic Tier	Standard Tier	Premium Tier
Remote access to applications via Web Browser or AppStream 2.0 Client	✓	✓	✓
Supported applications (up to 5)	✓	✓	✓
Image Builder (x1)	✓	✓	✓
Directory configuration (x1)	✓	✓	✓
Equal or better performance indicators (response time)	✓	✓	✓
Advanced Authentication (Identity Provider, RADIUS, SAML or CBA Integration)	✗	✓	✓
Integration of Profile Management Tool	✗	✗	✓

2.5 Deliverables

Samana can provide documentation for all activities covered by this engagement. These documents are already included in the overall work effort and fees paid for this Statement of Work. Additional documentation may require extra effort and fees.

- AppStream implemented on AWS on the CUSTOMER Account.
- The application(s) presented to up to five (5) users.
- Testing plan document.

All document deliverables will be thoroughly reviewed by an Enterprise Architect prior to delivery to help validate technical accuracy, risk mitigation, and adherence to leading practices.

2.6 Quality Assurance (QA) Review

A Samana Enterprise Architect (EA) will be assigned to this engagement to facilitate technical QA reviews of all project deliverables and act as the escalation point for all project issues of a technical nature. Samana Enterprise Architects have extensive experience with enterprise-scale architecture designs and validating technical concepts, recommendations, configurations, and procedures included within projects. Common Enterprise Architect tasks include, but are not limited to:

- Interactive review of project deliverables for technical accuracy.
- Interactive review of technical decisions and/or issues with the onsite consulting team and/or customer.
- Helping identify, mitigate, or resolve technical issues.
- Helping facilitate or chair technically complex meetings, conversations, or presentations with the onsite consulting team, customer, and/or internal teams, such as AWS or applications technical support, product management, and engineering.
- Conduct routine reviews of technical aspects of the engagement.
- Compare and contrast critical project design decisions related to architecture and scalability with customers in similar fields, industries, or business sectors.
- Assist in developing forward-looking strategies to meet the initiatives of NCL.

3. Assumptions

- CUSTOMER will ensure all necessary access to the AWS environment to perform tasks noted in the Deliverables section of this document. Failure to provide the necessary hardware when needed may result in an increase in effort and associated costs.
- CUSTOMER Application experts (SMEs) will be available as primary resources to provide the service and assist with conducting any application integration testing if necessary.
- CUSTOMER will ensure that the appropriate technical resources will be available throughout the POC for knowledge transfer, status meetings, and upcoming questions or requests.
- CUSTOMER resources will be available throughout the POC.

- Changes to the scope or modifications to services may be included in the Change Control Process.
- All information received will be treated confidentially and will only be used for the purposes of the POC.
- The Customer will provide a single point of contact for resolving any technical problems that may arise with the network, devices, or software applications.
- Access credentials, domain specifications, and personal settings will be provided if necessary.
- Samana and CUSTOMER will participate in weekly status review meetings to determine accomplishments with the plan and identify issues that need immediate resolution.
- Samana will utilize reasonable efforts to retain and maintain assigned resources throughout this project. Samana reserves the right to utilize resources that were not originally assigned to the project. In the event, Samana chooses to change, remove, or add resources to the project, will review resource updates with the Client as soon as reasonably possible.

3.1 Client Responsibilities

- Designate and provide access throughout the project to the Client individuals serving in project support roles, including the project sponsor and stakeholders, each having suitable skills, experience, knowledge, capacity, and subject matter expertise for their role.
- Provide promptly such information, documentation, decisions, approvals, and assistance as requested or necessary for Samana's performance and maintenance of project cadence.
- Samana will utilize a model of remote support. CUSTOMER and Samana will make every effort to leverage best practices and technologies as needed for effective remote project delivery.
- Provide complete, accurate, and current information and update it promptly and continuously as necessary during the engagement.
- Assume responsibility for any network-related issues under CUSTOMER control.
- Ensure the use and procurement of appropriate licenses.

3.2 Out of Scope

- Deployment of AppStream 2.0 beyond PoC environments into full production use.
- Code changes, performance tuning, or modifications required to make customer applications compatible with AppStream 2.0.
- Procurement, renewal, or management of application licenses not provided by CUSTOMER.
- Formal training sessions for CUSTOMER end-users outside of knowledge transfer workshops.
- Ongoing operational support or monitoring of AppStream 2.0 environments beyond the PoC timeframe.
- Integration with third-party platforms, SaaS applications, or non-AWS services outside the defined scope.
- Implementation of permanent user profile solutions or persistent storage outside PoC requirements.
- Achieving or validating regulatory certifications (e.g., HIPAA, PCI-DSS, ISO) during the PoC.
- Development of enterprise-grade CI/CD pipelines beyond basic automation for PoC delivery.
- AWS infrastructure and service usage costs incurred during the PoC are CUSTOMER's sole responsibility.

3.3 Change Management Process

Samana follows a structured methodology for managing unexpected scope changes. Should unexpected scope changes be identified, the following high-level steps will be followed and discussed with the management team of CUSTOMER:

- Discuss and confirm the need for additional work with the client.
- Identify additional tasks and deliverables associated with the scope change.
- Estimate the work effort associated with the additional tasks and deliverables.
- Determine the impact on schedule and budget, based on the work effort estimate.
- Draft a new scope definition document if the estimates:

- Require additional resources
- Affect the project schedule or budget

Engagement Agreement

The signatures below indicate the parties' agreement to the terms of this SOW. This SOW shall be attached to and form a part of a Master Contractor Services Agreement, dated February 24, 2022, by and between CUSTOMER and Samana (the "MSA"). To the extent of any conflict or inconsistency between this SOW and the MSA, the parties agree that (a) this SOW shall prevail concerning all commercial terms and (b) the MSA shall prevail with respect to all non-commercial terms.

CUSTOMER	Samana Group, LLC
Name:	Name:
Signature:	Signature:
Title:	Title:
Date:	Date: