

Department of Information Resources
Microsoft Master Services Agreement
DIR-SDD-1962

Services Descriptions

TECHNICAL SERVICES LABOR CATEGORIES AND DESCRIPTIONS

MS Engagement Managing (MEM)

- Coordinate development and delivery of proposals and project deliverables in response to customer tasking requirements
- Work with customer and project team to develop and gain consensus on scope
- Direct the activities of Principal Technicians, Senior Technicians, Microsoft Technicians Associate Technicians , and Sub-Contractors
- Makes project scheduling decisions
- Participate in project staffing decisions
- Participate in strategic planning sessions with Technical Project Manager and customer staff
- Provide key personal link to Senior Executive Microsoft staff including feedback of customer issues
- Provide quality assurance review of engagement processes and deliverables

General Experience: Five to fifteen years demonstrated performance in related technology and business management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Lead business contact for customers, and also coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Masters degree or industry equivalent experience.

MS Architectural Technician (MAT)

- Work with customer and project team to develop and gain consensus on scope
- Contribute to review of customer tasks and development of strategic approaches
- Direct the activities of Principal Technicians, Senior Technicians, Microsoft Technicians ,Associate Technicians , and Sub-Contractors
- Lead role in delivering technical presentations to customer
- Participate in delivering technical presentations to customer staff
- Participate in design review of information systems
- Participate in project staffing decisions
- Participate in strategic planning sessions with Technical Project Manager and customer staff
- Perform Rapid Economic Justification (REJ) and Total Cost of Ownership (TCO) Analysis
- Provide key personal link to Microsoft technology groups
- Provide quality assurance review of engagement process and deliverables

General Experience: Five to twenty years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and

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large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Works closely with Project manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Masters degree or industry equivalent experience.

MS Principal Technician (MPT)

- Contribute to review of customer tasks and development of strategic approaches
- Direct the activities of other Senior Technicians, Microsoft Technicians , Associate Technicians
- Lead role in delivering technical presentations to customer
- Meet/interview customer to capture specific requirements in concise format
- Participate in delivering technical presentations to customer staff
- Participate in design of information systems
- Participate in project staffing decisions
- Participate in strategic planning sessions with Technical Project Manager and customer staff
- Perform Rapid Economic Justification (REJ) and Total Cost of Ownership (TCO) Analysis
- Provide key personal link to Microsoft technology groups
- Provide quality assurance review of engagement process and deliverables

General Experience: Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Works closely with Project Manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Masters degree or industry equivalent experience.

MS Senior Technician (MST)

- Analyze technical requirements and develop effective technical solutions
- Direct the activities of other Senior Technicians, Microsoft Technicians and Associate Technician Lead role in conceiving architectural designs
- Lead role in current environment assessment
- Lead role in delivering technical presentations to customer
- Manage specific tasks including directing the efforts of selected staff

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- Meet/interview customer to capture specific requirements in concise format
- Participate in design of information systems
- Perform in the role of Enterprise or Partner Strategy Technician
- Perform Rapid Economic Justification (REJ) and Total Cost of Ownership (TCO)

Analysis

- Provide key personal link to Microsoft technology groups
- Provide leadership and guidance to support the implementation of large systems including methodology, design approaches, and architectural and engineering considerations
- Provide quality assurance review of engagement processes and deliverables
- Serve as Technical Project Manager
- Work with customer staff to implement customer technology (e.g., testing, documentation, meeting user expectations).

General Experience: Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Lead Microsoft Advocate and Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Masters degree or industry equivalent experience.

MS Technician (MT)

- Analyze technical requirements and develop effective technical solutions
- Assist in conceiving architectural designs
- Assist in delivering technical presentations to customer staff
- Assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations.
- Design and write code as required for selected customer systems
- Develop documentation on selected customer systems and objectives
- Meet/interview customer to capture specific requirements in concise format
- Perform in the role of Enterprise or Partner Strategy Technician
- Provide key personal link to Microsoft technology groups
- Serve as Technical Project Lead
- Work with customer staff to implement customer technology (e.g., testing, documentation, meeting user expectations).
- Work with customer staff to support technical strategy and control objectives

General Experience: Five plus years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

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Functional Responsibilities: Works closely with Project Manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

MS Associate Technician (MATC)

- Assist in delivering technical presentations to customer staff
- Design and write code as required for selected customer systems
- Develop documentation on selected customer systems and objectives
- Directly involved in the hands-on implementation of customer systems
- Provide Technical Writing and Documentation support
- Work with customer staff personnel to support technical strategy and control objectives

General Experience: One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Technician V (T5)

- Participate in strategic planning sessions with Technical Project Manager and customer staff
- Participate in delivering technical presentations to customer staff
- Serve as Technical Project Manager
- Analyze technical requirements and develop effective technical solutions
- Lead role in conceiving architectural designs
- Lead role in current environment assessment

General Experience: Eight or more years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works closely with Project Manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

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Technician IV (T4)

- Analyze technical requirements and develop effective technical solutions
- Assist in conceiving architectural designs
- Assist in delivering technical presentations to customer staff
- Assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations.
- Design and write code as required for selected customer systems
- Directly involved in the hands-on implementation of customer systems
- Lead role in conceiving architectural designs
- Lead role in current environment assessment
- Meet/interview customer to capture specific requirements in concise format
- Participate in design of information systems
- Work with selected staff to support technical strategy and control objectives

General Experience: Five to eight years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works closely with Project Manager as the Microsoft Advocate and sole or shared Technical lead to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Technician III (T3)

- Assist in delivering technical presentations to customer staff
- Design and write code as required for selected customer systems
- Develop documentation on selected customer systems and objectives
- Directly involved in the hands-on implementation of customer systems
- Meet/interview customer to capture specific requirements in concise format
- Work with selected staff personnel to support technical strategy and control objectives

General Experience: Five plus years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Technician II (T2)

- Assist in delivering technical presentations to customer staff

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- Design and write code as required for selected customer systems
- Develop documentation on selected customer systems and objectives
- Directly involved in the hands-on implementation of customer systems
- Work with selected staff personnel to support technical strategy and control objectives

General Experience: Three to five years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Technician I (T1)

- Design and write code as required for selected customer systems
- Directly involved in the hands-on implementation of customer systems
- Provide Technical Writing and Documentation support
- Work with selected staff to support technical strategy and control objectives

General Experience: One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products

Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's degree or industry equivalent experience.

Technician (T)

- Design and write code as required for selected customer systems
- Directly involved in the hands-on implementation of customer systems
- Provide Technical Writing and Documentation support

General Experience: One to three years demonstrated performance or internship in related technology. Experienced in topic such networks, integration and systems design and implementation.

Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Degree or industry equivalent experience.

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Associate Technician (AT)

- Develop documentation on selected customer systems and objectives
- Provide Technical Writing and Documentation support

General Experience: Experienced in topic such networks, integration and systems design and implementation.

Functional Responsibilities: Works to support the Project Manager to ensure development, analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Industry equivalent experience.

MS Practice Manager (MPM)

- Coordinate development and delivery of MCS proposals and project deliverables in response to customer tasking requirements
- Direct the activities of Engagement Managers, Architects and Principal Technicians
- Participate in project staffing decisions
- Participate in strategic planning sessions with MCS Technical Project Manager and customer staff
- Provide key personal link to General Manager and Senior Executive Microsoft staff including feedback of customer issues
- Set the overall direction, define processes, set standards and provide leadership of the practice
- Responsible for all engagement execution for their practice

General Experience: Five to fifteen years demonstrated performance in related technology and business management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Lead Microsoft business contact for customers, and also coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Masters degree or industry equivalent experience.

MS Project Manager (MPJM)

- The Project Manager is responsible for overseeing the delivery of a product/service/solution and associated resources within the constraint of schedule, features/functionality, and budget during one or more key lifecycle segments: opportunity, delivery or operations.
- Manages key deliverables and associated activities

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- strong business development skills in needs requirements and business case for projects, strong cross-group collaboration with legal, sales, product development, partners and support, support the Services Executive and Engagement Manager in closing services sales,
- Responsible for planning, executing, and controlling:
- Scope of project work, work objectives, and deliverables, development of duration estimates and schedule, development of cost estimates, performance management of scope, schedule, resources and cost, project infrastructure to support communications and information needs, use and reuse of Intellectual Capital, support practice management in benchmarking and lessons learned to identify best practice and process improvements, continuous management of risk
- and quality to meet/exceed conditions of satisfaction, thought leader in project
- management in one or more key lifecycle segments: opportunity, delivery or
- operations, strong people management skills to direct virtual teams

General Experience: Five to fifteen years demonstrated performance in related technology and project management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

Functional Responsibilities: Lead Microsoft business contact for customers, and also coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of Microsoft products.

Education: Bachelor's or Masters degree or industry equivalent experience. Certification by the Project Management Institute (PMI®).

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Staff Skills Matrix

Skill	Skill Attribute	MEM	MAT	MPT	MST	MT	MATC	T5	T4	T3	T2	T1	T	AT
1	Provide quality assurance review of engagement processes and deliverables	x	x	x	x									
2	Provide key personal link to Senior Executive Microsoft staff including feedback of customer	x												
3	Work with customer and project team to develop and gain consensus on Vision Scope	x	x											
4	Participate in project staffing decisions	x	x	x										
5	Makes project scheduling decisions	x												
6	Participate in strategic planning sessions with MCS Technical Project Manager and	x	x	x				x						
7	Coordinate development and delivery of MCS proposals and project deliverables in response to customer tasking requirements	x												
8	Contribute to review of customer tasks and development of MCS strategic approaches		x	x										
9	Participate in delivering technical presentations to customer staff		x	x				x						
10	Perform Rapid Economic Justification (REJ) and Total Cost of Ownership (TCO) Analysis		x	x	x									
11	Perform in the role of Enterprise or Partner Strategy Consultant				x	x								
12	Serve as Technical Project Manager				x			x						
13	Provide key personal link to Microsoft technology groups		x	x	x	x								
14	Direct the activities of Principal Consultants, Senior Consultants, Consultants and Associate Consultants	x	x											
15	Direct the activities of Senior Consultants, Consultants and Associate Consultants			x	x									
16	Analyze technical requirements and develop effective technical solutions				x	x		x	x					
17	Lead role in conceiving architectural designs				x			x	x					
18	Lead role in current environment assessment				x			x	x					
19	Provide leadership and guidance to support the implementation of large systems including methodology, design approaches, and architectural and engineering considerations				x									
20	Lead role in delivering technical presentations to customer.		x	x	x									
21	Participate in design of information systems		x	x	x				x					
22	Work with customer staff to implement customer technology (e.g., testing, documentation, meeting user expectations)				x	x								
23	Manage specific tasks including directing the efforts of selected MCS and customer staff				x									
24	Assist in conceiving architectural designs					x			x					
25	Assist in the implementation of large systems including methodology, design approaches, and architectural and engineering considerations					x			x					
26	Assist in delivering technical presentations to customer staff					x	x		x	x	x			
27	Meet/interview customer to capture specific requirements in concise format			x	x	x			x	x				
28	Design and write code as required for selected customer systems					x	x		x	x	x	x	x	
29	Serve as Technical Project Lead					x								
30	Develop documentation on selected customer systems and objectives					x	x			x	x			x
31	Work with customer staff to support technical strategy and control objectives					x	x							
32	Work with MCS and customer staff to support technical strategy and control objectives								x	x	x	x		
33	Directly involved in the hands-on implementation of customer systems						x		x	x	x	x	x	
34	Provide Technical Writing and Documentation support						x					x	x	x
35	Responsible for managing and coordinating the overall Microsoft project							x						
36	Responsible for Microsoft resource allocation, risk management, project priorities, and communication to executive management							x						
37	Manages day-to-day activities of project							x						
38	Coordinates the activities of the team to deliver deliverables according to the project							x						