

# Statement of Work - Site Migration

Purpose: Pantheon professional services team is being engaged by Subscriber to support moving Subscriber's current sites over to Pantheon Services with the objective of achieving reasonable performance parity.

**A. Pantheon Scope.** All terms not defined in this statement of work ("SOW") shall have the meaning ascribed to them in the Order Form. Subscriber and Pantheon hereby add the following activities to be performed by Pantheon pursuant to the Order Form ("Professional Services"):

1. Pantheon will migrate those sites listed in Attachment A - "Sites within Scope" to this SOW as confirmed through the kick-off meeting. Any sites not listed in Attachment A or otherwise exceeding the number of sites specified in the Order Form requiring migration hereunder shall require a Change Order and additional scoping.
2. Migration for sites specified in Attachment A shall consist of:
  - a. Initial kick-off meeting as scheduled by Pantheon with Subscriber to confirm timeline, deliverables, project team, and project scope in the format set out in Attachment B - "Project Requirements" to this SOW;
  - b. Moving code, database and files from current hosting environment to Pantheon;
  - c. Moving redirects to help ensure proper setup with Pantheon Services;
  - d. Installing and enabling required modules on Pantheon as well as disabling unnecessary or unsupported modules unless otherwise specified by Subscriber; and
  - e. Resyncing database and certain user upload files prior to launch on Pantheon.

**B. Exclusions.** Migration of sites specified in Attachment A are on an as-is basis, except as set out in Section A.2 above. The following activities are expressly excluded from Professional Services under this SOW:

1. Migration of functionality based on resources that are not available on the Pantheon platform (e.g., code that relies on specific php extensions or code that relies on specific server packages that are not currently on Pantheon, java, python, perl not on platform);
2. Performance or caching optimization;
3. Preservation of git history;
4. Updating of custom or contrib modules;
5. Troubleshooting or fixing issues that already existed on source server; and
6. Adding any new functionality that didn't previously exist on the site (e.g., implementation work).

**C. Subscriber Responsibilities.** Subscriber shall actively participate in the following manner:

1. Provide a site inventory for each site in Attachment A prior to the kick-off meeting;
2. Join and participate in the dedicated migration support channel that will be provided in Pantheon's slack instance;
3. Providing Pantheon migration team with necessary access to current host or to code, database and files;
4. Initiate a code freeze from migration start until the site(s) launch on Pantheon, or accept responsibility for any code changes made to the source server once migrations have commenced;
5. Perform any user acceptance testing within the timeline specified in Attachment B;

- 6. Communicate content freeze to affected stakeholders; and
- 7. Perform DNS cutover within the timeline specified in Attachment B.

# Attachment A - Sites within Scope

To be completed at the kick-off meeting by Pantheon

The sites specified below are within scope for purposes of this SOW:

Name	URL

# Attachment B - Project Requirements

To be completed at the kick-off meeting by Pantheon

**A. Pantheon Team.** The Pantheon team and other key roles participating for purposes of this SOW shall consist of the following initial assignments:

Initial Assignment	Role	Scope
	Pantheon Migrations, Program Manager	Escalations
	Pantheon Migrations, Engagement Manager	Perform Pantheon scope

	Pantheon Migrations, Engagement Manager	Perform Pantheon scope
	Pantheon Migration Partner	If applicable, will be identified

**B. Timeline.** The estimated timeline for the Professional Services below is subject to Subscriber’s availability and requirements for the Professional Services remaining unchanged from the kick-off meeting. Pantheon Professional Services shall not exceed the scope specified in this SOW without a subsequent signed written amendment and adjustment to the Fees.

Migration Process Overview (single-site migration)

[Pantheon to maintain updates here starting with the kick-off meeting]

Process Overview	Owner (Pantheon vs. Subscriber)	Start Date and Duration*
Migration Kickoff	Pantheon and Subscriber	1 - 1.5 hours
Information Collection	Subscriber	Approximately 1 week
Initial Migration	Pantheon	Approximately 1 week
User Acceptance Testing	Pantheon and Subscriber	Approximately 2 weeks
Launch Planning	Pantheon and Subscriber	Approximately 1 week
Launch / Post Launch	Pantheon and Subscriber	48 hours

\*Migration timelines will be affected by additional complexities. For instance, 1-2 additional weeks per secure integration, Advanced CDN configuration, or custom application engagements will be necessary. For 2-5 sites, allow an additional 2 weeks. Add approximately 2 weeks for each additional 5 sites.

**C. Adjustments to Project Scope.** This SOW shall include the following adjustments to the Professional Services. Except as specifically set out below, Pantheon shall not be responsible for any additional activities except as set out in the standard Pantheon Professional Services SOW.

1. None, unless otherwise specified.

**D. Deliverables.** Except as specifically set out below, this SOW does not include any specific Deliverables, which are defined as the tangible work product of the Professional Services performed by Pantheon on behalf of Subscriber under this SOW.

1. None, unless otherwise specified.

**E. Any known issues or limitations.** Pantheon and Subscriber have identified the following issues or limitations during the course of the kick-off meeting as specified below. Any other material issues or limitations shall result in a separate signed written SOW between the parties.