

# Rooted Consulting, LLC

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## Getting Started with macOS

### Scope of Work

### Engagement Agenda

Getting a new Mac is very exciting, but it can also be challenging configuring everything or navigating the operating system if it is unfamiliar. Getting Started with macOS is a unique offering by Rooted Consulting that is meant to get you up and running quickly and smoothly. It is also a coaching and mentoring where we can share our expertise and experience on things such as navigating macOS, configuring services (iCloud, Dropbox, etc.), or backups. This is a 5 hour onsite engagement consisting of both labor and coaching and mentoring.

### Project Goals

- Setup new macOS computer
- Migrate data if needed
- Configure services (iCloud, Mail, Contacts, Calendar, Notes)
- Setup printers
- Connect to the Internet
- Install available updates
- Configure backups

## Topics Covered

- Core features of macOS
  - System Preferences
  - Safari
  - iCloud
  - Spotlight
  - App Store
  - Notification Center
  - Time Machine
- Navigating macOS
  - Finder
  - The Dock
- Pages, Numbers, Keynote
- Printing and scanning
- Data backup and recovery
  - Local backup
  - Cloud backup
- Asd

## Customer Responsibilities

- All equipment must be onsite at the customer's location
- Customer must be available for any potential purchases or subscriptions
- Customer must be available to agree to terms and conditions

## Engagement Delivery

- A Rooted Consultant Certified in Apple Deployment will deliver the coaching and mentoring for the sessions. A list of staff certifications are available at <http://certification.rootedconsulting.org>
- When you are ready to start the project sign and return this Scope of Work.
- We will schedule a 30-minute pre-engagement call with you, at least seven business days prior to your engagement, to make sure you have what you need to be successful. During the call, we will also schedule your remote and or onsite engagement.
- **Engagement delivery is remote and scheduled in one six-hour session or two three hour sessions. If delivery is onsite it is delivered as a one-day engagement.**

## Leave Behind Documents

- Rooted Deployment Checklist
- Deployment Resource Document
- How to get support from Rooted Consulting.

## Cost

- Five hours of onsite delivery billed at \$125/hr
- Onsite delivery may incur travel fees. See the <http://sla.rootedconsulting.org> & <http://feeschedule.rootedconsulting.org/> for details.

## Rooted Consulting, LLC

Consultant: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## Customer:

Client: \_\_\_\_\_

By: \_\_\_\_\_

Signature: \_\_\_\_\_

Print: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_