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# REDCENTRIC MODERN WORKPLACE 365 SERVICE DEFINITION

Version 2.5  
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redcentric

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## Contents

1. Service Overview.....	3
2. Service Attributes.....	4
3. Flexible ACE Migrations.....	5
3.1. New or Existing Tenant .....	5
3.2. Migration Support .....	6
3.3. Service Transition and Early Life Activities .....	6
4. Redcentric Modern Workplace 365 Service Offerings.....	7
4.1. Service Modernisation Activities .....	7
4.2. Modern Workplace 365 - Foundations.....	8
4.3. Modern Workplace 365 - Enable.....	8
4.4. Modern Workplace 365 - Operate .....	8
4.5. Modern Workplace 365 - Modernise .....	8
5. Scope of Modern Workplace 365 Offerings .....	9
5.1. Pricing.....	9
5.2. Service Provisioning.....	9
5.3. Best Practices and Architecture.....	10
5.4. Platform Admin, Patching & Reporting .....	10
5.5. Information Protection.....	14
5.6. Security & Threat Protection .....	15
5.7. User Administration .....	16
5.8. Applications.....	18
5.9. Device Deployment.....	19
6. Modern Workplace 365 Design & Restrictions .....	20
6.1. Service Requirements.....	20
6.2. The Redcentric 'Billing Portal' .....	21
6.3. Governance and Compliance .....	22
6.4. Different Data Types Captured .....	23
6.5. Service Health.....	23
6.6. Service Restrictions.....	23
8. Associated Redcentric Services.....	25
9. Service Availability.....	25
9.1. Service Hours Definition .....	25
9.2. Standard Applicable Service Hours .....	25
9.3. Redcentric Service Levels .....	26
9.4. Microsoft Service Levels .....	26
9.5. Microsoft Service Credits .....	26
11. Glossary of Terms.....	28

# 1. Service Overview

## “Work is no longer a place people go, it’s something people do.”

At Redcentric, we believe in building strong partnerships with our clients. Our goal is to establish long-term relationships that enable us to provide maximum value by truly understanding our clients' businesses.

Redcentric Modern Workplace 365 is a part of our Cloud Services Portfolio, which offers end-users powerful digital workspaces that are collaborative and empowering. These workspaces are accessible on any device, from anywhere, and provide users with all the tools, data, and applications they need to communicate, collaborate, and work effectively. Our digital workspaces are also safe and secure, utilizing the Microsoft Cloud to ensure robust protection.

### An Extension of Our Customer’s Team’s

Our Adaptive Cloud Engineering (ACE) team delivers a wide range of Modern Workplace 365 services designed to help end-users stay productive, and organizations focused on their core business objectives. Redcentric ACE is a DevOps model that provides on-demand access to public cloud experts through agile-based, ongoing sprints. This approach enables us to continually remediate, modernize, evolve, and improve our clients' environments. Redcentric ACE is delivered as a tier of hours per month.

### A True Partnership

Our flexible and collaborative approach to professional and managed services allows our clients to dynamically change scope and priorities based on business needs. They can collaborate with our highly skilled cloud experts to build, migrate, optimize, and modernise their cloud environments.

At Redcentric, we strive to be a true partner to our clients, empowering them to achieve their business goals.

The following table illustrates the benefits of Modern Workplace 365.

FEATURE	ADVANTAGES	BENEFITS
Adaptive Cloud Engineering (ACE) Professional Services	Our ACE teams have a full range of professional services for setup, migration and administration	<ul style="list-style-type: none"> <li>✓ Reduces Risk and Complexity</li> <li>✓ Best Practice</li> <li>✓ IT Modernisation</li> </ul>
Full Microsoft Business Solutions	From business voice, collaboration, to Azure	<ul style="list-style-type: none"> <li>✓ Supports Fast Business Growth and Agility</li> </ul>
24/7 Service as Desk Standard 9/5 ACE as Standard	Redcentric’s ACE Microsoft specialists with escalation to Microsoft Support if needed	<ul style="list-style-type: none"> <li>✓ Extension Of The Customer’s IT Team</li> </ul>
Governance, Compliance, Patching and Reporting	Security hardening, reporting and standardisation	<ul style="list-style-type: none"> <li>✓ Reduced Budget Risk</li> <li>✓ Enhanced Security</li> </ul>
IT Champion, End-User and Device Support	Free up your IT Admins to focus on business outcomes	<ul style="list-style-type: none"> <li>✓ Faster Deployments and Resolutions</li> </ul>
IT Modernisation	Keep up with the latest technology	<ul style="list-style-type: none"> <li>✓ A Modern Workplace and Workforce</li> </ul>
Usage-based billing	Allows customers to scale consumption up & down	<ul style="list-style-type: none"> <li>✓ Increased Cost Efficiencies</li> </ul>
Optional backup via our Backup as a Service Solutions	Data Protection for M365 Mailboxes, OneDrive, SharePoint sites and many other data types	<ul style="list-style-type: none"> <li>✓ Increased Operational Resilience</li> </ul>
Self-service Portal(s)	Manage licenses and users, view reports and consumption	<ul style="list-style-type: none"> <li>✓ Insight and Real-Time Usage Reports</li> </ul>

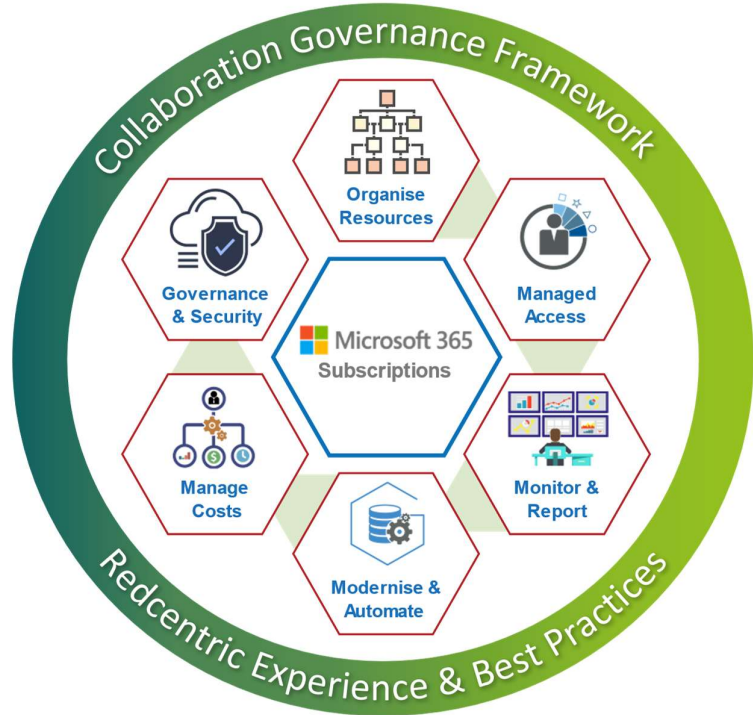
## 2. Service Attributes

Redcentric follow Microsoft's M365 Governance Framework, therefore existing M365 customers that are onboarded, will need to have a Discovery performed to assess if the customer's existing environment conforms to both the framework and Redcentric's best practice guidelines. The Discovery exercise will detail any remediation work needed.

### Core methodology

#### M365 Considerations

- ✓ Operating Model Alignment
- ✓ Licensing
- ✓ Baseline Reference Architecture
- ✓ Azure AD & Active Directory
- ✓ User Governance
- ✓ Compliance Requirements
- ✓ Security Requirements
- ✓ Monitoring Requirements
- ✓ Retention Policies
- ✓ Policy Templates
- ✓ Phased Approach
- ✓ RACI Matrix
- ✓ Deployment Timeline
- ✓ Long Term Objectives
- ✓ Training

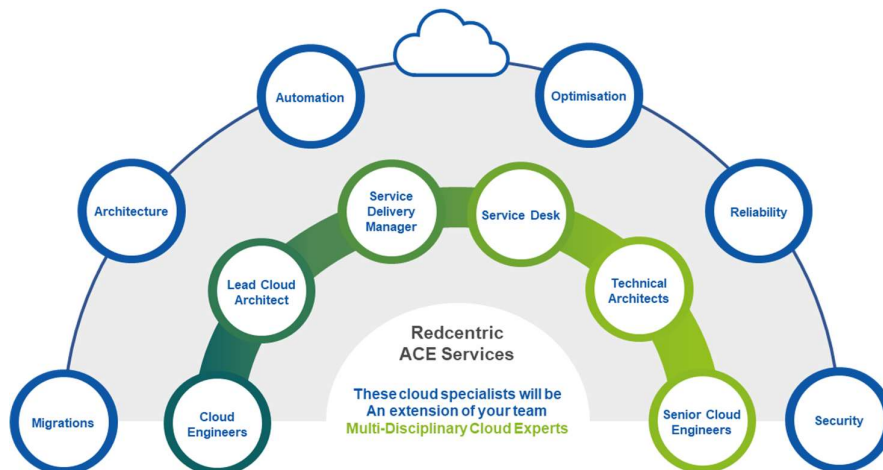


### Managed, Co-Managed or Unmanaged

Redcentric's Adaptive Cloud Engineering (ACE) team can act as either the customer's IT team, or be an extension of it, delivering a fully managed Modern Workplace 365 solution or a co-managed solution, whichever the customer prefers.

In situations where the customer chooses to co-manage resources, any resources not created or altered by Redcentric, will need be requested to be onboarded, before Redcentric will consider them managed.

The diagram below shows how the Redcentric ACE team works alongside a managed customer.





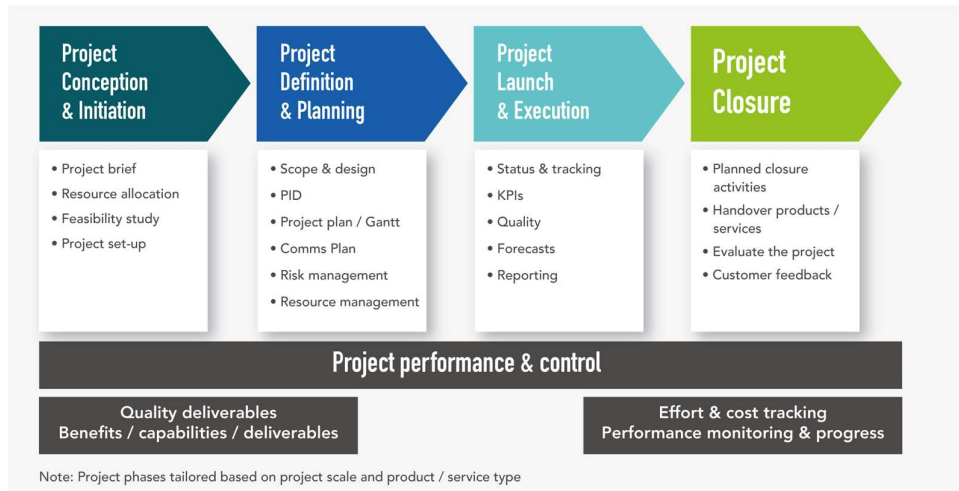
### 3. Flexible ACE Migrations

Regardless of your current stage in achieving a modern workplace, whether you're on-premise, using another cloud platform, or already in M365 and looking to modernize, Redcentric ACE teams can help you achieve your goals and go even further. To ensure a successful launch of Modern Workplace 365 services, the team will engage in service design, onboarding, and transition processes, which involve preparing and testing both the environment and the managed services processes. Through a series of workshops, every element of the service will be discussed and confirmed to ensure that all parties are aware of their roles and responsibilities before the service launch.

Service transition and onboarding involve several areas, including the setup of ticket management, platform readiness with knowledge sharing, and finalizing all ITIL practices. Test and acceptance criteria are captured and signed off to enable the launch of the Modern Workplace 365 service.

After the service launch, Redcentric follows a formal service transition framework to perform acceptance into service procedures for new services coming into managed services. Typically, we get involved at the initial stages of a project to ensure that service operation adoption and readiness are planned and carried out correctly. This materializes as follows:

- To review designs, build and test artefacts to ensure supportability.
- Attend change review boards to gain early sight of changes by way of knowledge acquisition.
- To witness and validate designs and builds are delivered as proposed and intended.
- Complete operational into service documentation, training and runbook enablement, which is required as part of the service hand-over.



#### 3.1. New or Existing Tenant

If a customer is new to M365 then Redcentric can help get a customer's modernisation journey started with our ACE Implementation Service. Should a customer already have a M365 implementation and need further migrations or modernisation, a discovery will need to be done to remediate any issues not conforming to best practice or the Governance Framework. To facilitate a move to M365 and achieve a modern workplace, we are able to offer the following services to get started.

The correct initial setup and configuration are essential, examples includes:

- Tenant Setup: the creation of the Tenant, license provisioning, configuration of domains & setup of administrative accounts.
- Core Identity Configuration: the creation of core identities. New identities can be created entirely in the cloud, or a hybrid environment can be configured with an on-premise Active Directory Domain Services using Azure AD Connect.
- Exchange: best practices configuration of mail flow rules, connection filters, anti-spam & phishing policies, auditing policies, and more.
- SharePoint & OneDrive: basic external sharing & access control configurations to ensure data is secure post-migration.
- MS Teams: assistance with the deployment of MS Teams to end users and some basic tools to assist with driving adoption.
- Endpoint Manager: get devices enrolled in Intune to begin endpoint management.
- Best Practice Analysis

### 3.2. Migration Support

Post Migration, Redcentric are able to provide the appropriate services to get a customer's tenant to a state suitable to support a customer's modern Workplace journey.

The following services are available to assist post migration:

- Migration support is available for all environments\*, including but not limited to:
- Identity migrations from on-premises AD, existing Azure AD tenants or third party IAM providers
- Exchange migrations from on-premises exchange, existing tenants, or any number of third-party email providers such as G Suite
- Data migrations from on premise file shares, SharePoint (on prem or online) or any other third-party data storage, such as Dropbox for Business
- MS Teams migrations from existing tenants
- Endpoint management migrations from on premise SCCM or other approved third-party tools

\*Most migrations will require admin level access to the existing environment to facilitate, with read access to existing configurations as a minimum.

### 3.3. Service Transition and Early Life Activities

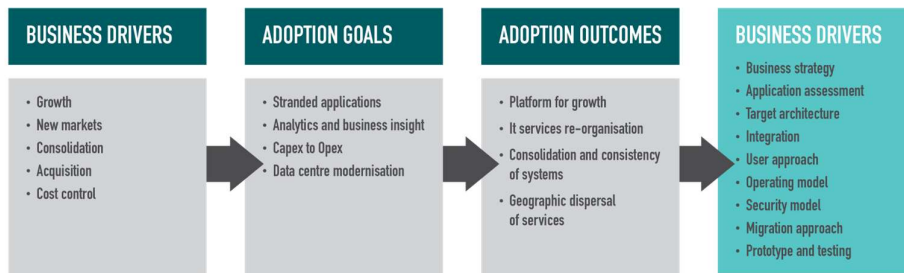
Should either Foundations, Enable, Operate, or Modernise be onboarded, there are several key differences post migration before the offerings can be considered active.

During the Design phase, Service Onboarding will cover the following activities:

- An introductory meeting, run by the Redcentric Service Delivery Manager (SDM) allocated to the customer's account.
- Engagement with the Redcentric Service Management team to run through how the customer will be onboarded, and what service management functionality and processes will be applied, and what information will be needed in order to set up the various Redcentric systems, SMAX and My Services portal correctly.
- How service engagement will work, for example, will individual sites be logging issues/requests directly with Redcentric or will there be a centralised first line triage function within the customer's organisation.
- If there is a requirement to implement a B2B link between the Redcentric and the customer's ITSM systems, and how this will be implemented.
- Provision of collateral which will enable the customer to communicate the above processes internally.

The Redcentric Transition Programme Governance process provides a series of quality gateways from the perspective of operational support and service management, to facilitate a seamless transition of services from the customer's existing provider to Redcentric. The governance framework provides three quality gateways with standardised criteria against which the project is reviewed, before being approved to proceed to the next phase. There is also a further gateway prior to project initiation, that ensures a smooth handover into project services.

We also provide the Transition and Migration Services to help realise the Strategy.



#### Usage Reviews

3 months post managed service transition, there will be a usage review to true up/down should there be a noticeable difference in the customer requirement. Usage reviews will typically be carried out every 6 months unless the requirement is considered consistent.

#### 4. Redcentric Modern Workplace 365 Service Offerings

Redcentric Modern Workplace 365 has 4 tiers, each one adding features above the previous to ensure we can support a customer's business through any changes, and to align a customer's business needs and budget appropriately. Nearly all activities can be done as professional service project, should the tier selected not include the needed activity.

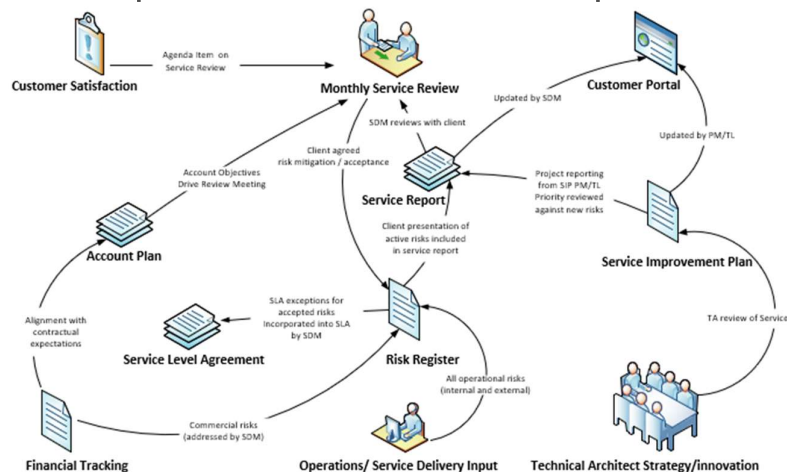
Offering	Benefits	Use Case
Foundations	<ul style="list-style-type: none"><li>✓ CSP benefits (<a href="#">See Here</a>)</li><li>✓ Redcentric Service Desk</li></ul>	For customers that want access to the benefits of CSP and Redcentric ACE teams but want to manage M365 themselves.
Enable	<ul style="list-style-type: none"><li>✓ IT Champion Standard Support</li><li>✓ M365 Feature Enablement</li><li>✓ ACE Escalations &amp; Resolutions</li></ul>	Lightens the load on the customer's internal IT teams.
Operate	<ul style="list-style-type: none"><li>✓ IT Champion Advanced Support</li><li>✓ Device Management</li><li>✓ Patching</li><li>✓ Governance</li><li>✓ License Management</li><li>✓ Monitoring &amp; Reports</li></ul>	Allows customer IT teams to take a more hands off approach, so they can focus on innovation and transformation.
Modernise	<ul style="list-style-type: none"><li>✓ End-User Support</li><li>✓ OS-Upgrades</li><li>✓ IT Modernisation</li><li>✓ Device Provisioning &amp; Management</li><li>✓ Access Reviews</li><li>✓ Policy Management</li><li>✓ Training</li><li>✓ Third Party Management</li></ul>	Redcentric will take nearly all M365 activities and work very closely with the customer to drive innovation.

#### 4.1. Service Modernisation Activities

The service delivery team actively engage all operational teams and personnel within the business regularly to enrich the service and ensure that all of the Redcentric support offerings and initiatives have been communicated back to the customer, examples include the engagement with our Security & Accreditation team to cover our security offerings (Managed SOC, Business Continuity, etc.) or with the application development team to look at the Redcentric product offerings, digital signage, etc. Our Service Governance Framework covers all the areas required to ensure the reliable delivery of a high-quality service to you, including:

- Onboarding Phases & Service Roadmaps
- Consulting
- KPIs and SLA Management
- Service Reporting
- Technical Governance
- Security Governance
- Customer Satisfaction Responses Analysis
- Service Improvement Plans

## Modern Workplace 365 Continuous Service Improvement Process



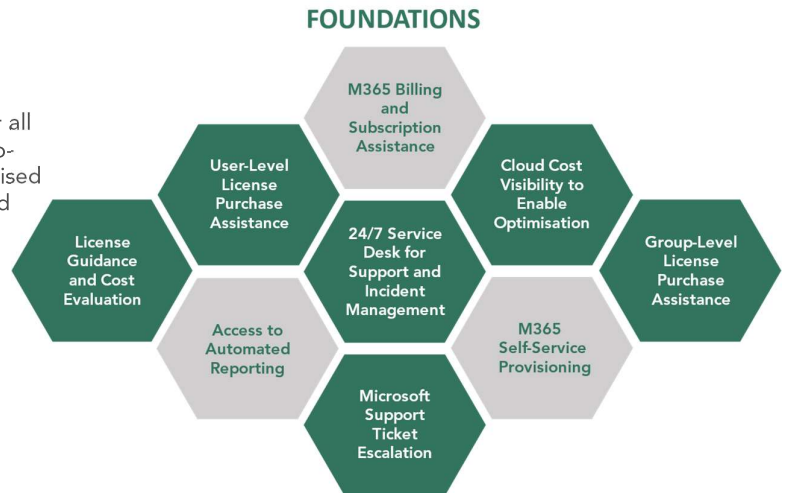
## Redcentric Modern Workplace 365 Building Blocks

### 4.2. Modern Workplace 365 - Foundations

A customer's end-user IT Modernisation journey typically starts here, with Redcentric's Modern Workplace 365 Foundations.

Modern Workplace 365 - Foundations is suitable for all Microsoft subscription types, can be unmanaged, co-managed, or managed, and gives customers; prioritised access to Redcentric's project based Adaptive Cloud Engineering teams, as well as the CSP benefits:

- ✓ One Monthly Bill
- ✓ Provisioning Advice
- ✓ 24/7 Service Desk
- ✓ Self-Service Portals
- ✓ Escalated Microsoft Support



### 4.3. Modern Workplace 365 - Enable

Modern Workplace 365 Enable builds on Foundations to take the everyday mundane tasks from an IT team, and deliver standardised operations and incident response to ensure that the customer's workplace environment is:

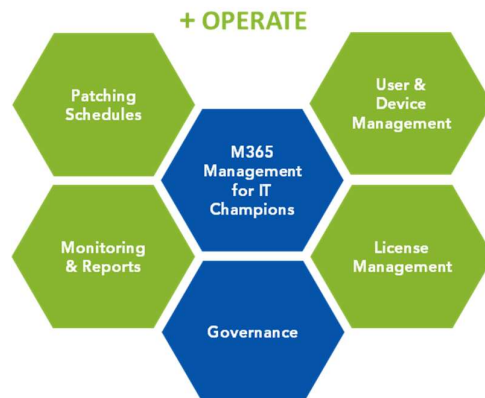
- ✓ Efficient
- ✓ Robust
- ✓ Stable



### 4.4. Modern Workplace 365 - Operate

Modern Workplace 365 Operate will ensure an IT team can focus fully on innovation, and delivers standardised operations, incident response, governance, patching, and proactive maintenance, to ensure that the customer's workplace environment is:

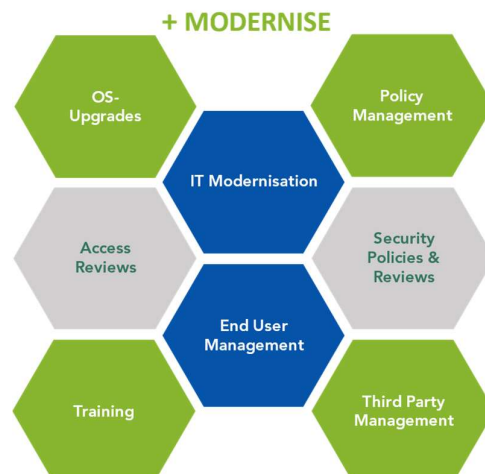
- ✓ Efficient
- ✓ Robust
- ✓ Up to Date
- ✓ Stable
- ✓ Compliant
- ✓ Well Governed



### 4.5. Modern Workplace 365 - Modernise

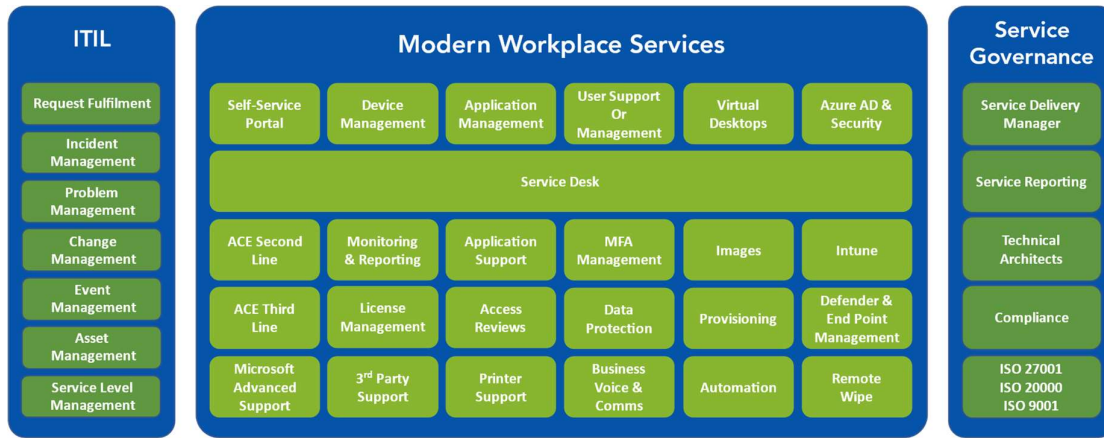
Modern Workplace 365 Modernise is the best way to achieve IT Modernisation, and delivers standardised operations, incident response, governance, patching, user/device management, upgrades, access reviews and proactive maintenance, to ensure that the customer's environment is:

- ✓ Efficient
- ✓ Robust
- ✓ Up to Date
- ✓ Stable
- ✓ Compliant
- ✓ Well Governed
- ✓ Secure
- ✓ Modernised
- ✓ Best Practice



Charges for Modernise are a mixture of fixed and variable costs, and depend on the complexity of the customer's environment.

## Full Depiction of Available Redcentric Modern Workplace 365 Services



## 5. Scope of Modern Workplace 365 Offerings

The matrices below identify the scope for key areas of Customer and Redcentric responsibility for Redcentric's Modern Workplace 365 service.

Scope Key:

- ✓ **Included**, as Redcentric with **primary responsibility** and customer with secondary should information or testing be needed, though if the requirement is complex, a chargeable professional project may need to be created.
- ✓ **Included**, except the **Customer is primarily responsible** with Redcentric providing basic support, configuration & reasonable assistance to the customer with analysis and resolution of issues, if the requirement is complex, a chargeable professional project may need to be created.
- ⊖ **Not included**, and should be assumed to be the **Customer's and/or Microsoft's responsibility**.
- ⊕ **Addon**, for common activities which are typically done as a project.

**Complex** – Is used to describe an activity that takes multiple days to complete and requires chargeable professional services.

### 5.1. Pricing

Offering Tiers	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
Metric	Free for CSP Customers only	Per User	Per User	Custom

### 5.2. Service Provisioning

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
Access to Microsoft Self-Service License Provisioning Portal	✓	✓	✓	✓
Microsoft Escalation Support <ul style="list-style-type: none"> <li>9x5 for Foundations</li> <li>24x7 for Enable &amp; above</li> </ul> Escalated support to Microsoft engineers and access to proactive cloud enablement services.	✓	✓	✓	✓



Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
<b>Service Desk</b> <ul style="list-style-type: none"> <li>9x5 for Foundations</li> <li>24x7 for Enable &amp; above</li> </ul> Access to the Redcentric ITSM platform and L1 Service Desk Analysts for first-line fix or resolution.	✓	✓	✓	✓
<b>Telephone/Remote Support</b> All Support/Managed Services are delivered remotely, unless on-site engineering is contracted separately.	✓	✓	✓	✓
<b>Tenant and Subscription Provisioning</b>	✓	✓	✓	✓
<b>Redcentric ACE Teams</b> <b>9x5 Standard, 24x7 Available</b> Access to Redcentric ACE Teams for L2-4 incidents, changes, requests, & resolutions for many of the deliverables stated in the scope, with professional projects for complex requirements.	+	✓	✓	✓
Scope Exclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
<b>Onsite support</b> This is a bespoke chargeable addition.	⊖	⊖	⊖	+

### 5.3. Best Practices and Architecture

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
Maintaining software support contracts with supplier where licenses are owned by the Customer	⊖	✓	✓	✓
Supplier Management Including Day-to-Day Problem Reporting, Liaison, and Escalation	⊖	✓	✓	✓
Approval of Architecture Design, Strategy, and Standards	⊖	✓	✓	✓
Sizing and Configuration for New or Changed Requirements	⊖	✓	✓	✓

### 5.4. Platform Admin, Patching & Reporting

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
<b>Administration</b> The table below provides details for the core activities for Modern Workplace 365				
<b>24x7 Monitoring and Alerting</b> Our service monitoring service provides: <ul style="list-style-type: none"> <li>✓ Monitoring of key M365 feature availability including SharePoint, Teams, OneDrive, and Email.</li> <li>✓ Threat Intelligence malware monitoring.</li> <li>✓ Tracking tenant performance.</li> </ul>	⊖	⊖	✓	✓



Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
<ul style="list-style-type: none"> <li>✓ Send notifications to email and/or chat clients (e.g. Teams, Slack, etc.).</li> </ul>				
<b>M365 Licence Management</b> Only possible if Redcentric have <u>Admin access</u> . Our license management service provides: <ul style="list-style-type: none"> <li>✓ Review of current licences to ensure a customer has the optimum combination of licences and volumes to meet a customer's users' needs at the lowest cost.</li> <li>✓ Monthly M365 licence management and reporting.</li> <li>✓ Detailed quarterly optimisation analysis and M365 licence usage suggestions.</li> <li>✓ Integration of licence optimisation into starters, movers, leavers processes.</li> </ul>	✓	✓	✓	✓
<b>Tenant and Subscription Role Management</b> Ensuring admin users and roles are correctly implemented.	✓	✓	✓	✓
<b>Privileged Identity Management</b> Azure AD/Entra ID & M365 Admin RBAC permission changes based on requests & scheduled activities.	⊖	✓	✓	✓
<b>Self-Service Password Reset</b> Help enabling and enabling Self-Service Password Reset (SSPR) in conjunction with on-premises Active Directory (AD) and Active Directory Federation Services (ADFS).	⊖	✓	✓	✓
<b>Self-Service Group and App Management Plus Dynamic Groups</b> Help creating and maintaining customized templates, rules, configurations, and settings around groups.	⊖	✓	✓	✓
<b>M365 Platform health monitoring</b>	⊖	✓	✓	✓
<b>File Server Support</b> For OneDrive, SharePoint, and Azure Includes: <ul style="list-style-type: none"> <li>✓ Initial file server health check and service take on.</li> <li>✓ File share management.</li> <li>✓ Windows File Services hosted in Azure (not including OS)</li> <li>✓ File issues troubleshooting and diagnostics.</li> <li>✓ File services monitoring and alerting.</li> <li>✓ Data security best practice and governance monitoring.</li> </ul>	⊖	⊖	✓	✓
<b>File Services Modernisation</b>	+	+	+	+

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
Transitioning from on-premises file servers to offerings such as OneDrive, SharePoint, and Azure				
<b>SharePoint Permissions</b> Site permission setup and configuration.	⊖	✓	✓	✓
<b>SharePoint Enablement</b> Basic site configuration and troubleshooting, examples including: <ul style="list-style-type: none"> <li>✓ Site Creation (Basic Configuration)</li> <li>✓ Auditing and Reporting</li> <li>✓ Folder Sync</li> <li>✓ Document libraries</li> <li>✓ Recycle Bin (site collection)</li> </ul>	⊖	✓	✓	✓
<b>SharePoint Advanced Customization</b> Advanced site configuration, customization and troubleshooting.	+	+	+	+
<b>OneDrive Enablement</b> Basic configuration and troubleshooting, examples including: <ul style="list-style-type: none"> <li>✓ OneDrive desktop application</li> <li>✓ Lists</li> <li>✓ Permissions</li> <li>✓ Configuration</li> <li>✓ Sharing settings and management</li> </ul>	⊖	✓	✓	✓
<b>Exchange Online Enablement</b> Basic configuration and troubleshooting, examples including: <ul style="list-style-type: none"> <li>✓ Mail Flow Rules</li> <li>✓ Exchange Role-Based Permissions</li> <li>✓ Inbox Rules</li> <li>✓ Address Book Policies</li> </ul>	⊖	✓	✓	✓
<b>Exchange Online Configuration</b> Advanced configuration and troubleshooting, examples including: <ul style="list-style-type: none"> <li>✓ Custom Routing of Outbound Mail</li> <li>✓ Quarantine - administrator management</li> <li>✓ Auditing Reports</li> </ul>	⊖	✓	✓	✓
<b>Teams Online Enablement</b> Basic configuration and troubleshooting, examples including: <ul style="list-style-type: none"> <li>✓ Permissions &amp; Groups</li> <li>✓ Profiles &amp; Policies</li> <li>✓ Create Teams Rooms</li> </ul>	⊖	✓	✓	✓
<b>Teams Online Configuration</b> Advanced configuration and troubleshooting, examples including: <ul style="list-style-type: none"> <li>✓ Managed Teams Rooms</li> <li>✓ App Integration</li> </ul>	⊖	✓	✓	✓
<b>Identity Protection &amp; Risk-Based Conditional Access (Deploying Templates)</b> Using base or custom templates that are already created.	⊖	✓	✓	✓

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
<b>Identity Protection &amp; Risk-Based Conditional Access (Creating and Changing)</b> Customizing policies is the best way to ensure the best security posture.	⊖	⊖	✓	✓
<b>Patching &amp; Compliance</b> The table below provides details on the pre-agreed patching schedules				
<b>Compliance measurement for SLO/SLA purposes</b> Using Microsoft patch rings (Requires Defender licensed to get compliance reporting)	⊖	⊖	✓	✓
<b>Patch Deployment</b> Using Microsoft patch rings (For supported applications)	⊖	⊖	✓	✓
<b>Application Patching Asset lists</b> (For supported applications)	⊖	⊖	✓	✓
<b>Review released list of Feature Updates from Microsoft and Provide Customer Notification Prior to Scheduled Installation</b>	⊖	⊖	✓	✓
<b>Identify business areas that require patch reporting and provide contact information for recipients</b>	⊖	⊖	✓	✓
<b>Reporting &amp; Compliance</b> The table below provides details on the additional Monthly Reporting and Analytics				
<b>Review released list of Feature Updates from Microsoft and Provide Customer Notification Prior to Scheduled Installation</b> (Every 6 Months)	⊖	⊖	✓	✓
<b>Run reports on a scheduled basis and provide malware detection alerts</b> (Based on agreed schedule)	⊖	⊖	✓	✓
<b>Identify business areas that require patch reporting and provide contact information for recipients</b> (Based on agreed schedule)	⊖	⊖	✓	✓
<b>Asset Compliance State</b> For Current Cycle (Based on device deployment schedule)	⊖	⊖	✓	✓
<b>M365 Usage</b> Mailbox sizing, OneDrive sizing and assigned licenses (1 Monthly)	⊖	⊖	✓	✓
<b>OneDrive External Sharing</b> Lists of current external OneDrive shares (Requires applicable license) (1 Monthly)	⊖	⊖	✓	✓
<b>Security and Compliance reporting</b> (Office 365 Secure Score, DLP Policy) (1 Monthly)	⊖	⊖	✓	✓
<b>Application Patching Tooling Asset lists, (Deployment Collections) list of</b>	⊖	⊖	✓	✓

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
all assets currently in scope as well as their current collection memberships and deployment windows (Dependent on Intune) <u>(1 Monthly. Sent a day after Patch Tuesday)</u>				
<b>Application Patching Tooling Patch Advisory</b> , the report lists all required patches that are scheduled for deployment. (Dependent on Intune) <u>(1 Monthly. Sent a day after Patch Tuesday)</u>	⊖	⊖	✓	✓
<b>Application Patching Tooling</b> (Pre-Patch Compliance Report), the report includes compliance summary and a list of non-compliant systems. <u>(1 per deployment. Sent prior to deployment.)</u>	⊖	⊖	✓	✓
<b>Application Patching Tooling Asset Compliance State</b> (Current Cycle), current patch compliance state for the current month deployments. (Dependent on Intune) <u>(1 Monthly after deployment completion)</u>	⊖	⊖	✓	✓
<b>Application Patching Tooling Asset Compliance State (Cumulative Cycle)</b> , current patch compliance state for the cumulative (OS in support Date with Current -1) deployments. (Dependent on Intune) <u>(1 Monthly after deployment completion)</u>	⊖	⊖	✓	✓

## 5.5. Information Protection

Data retention is always the customer's responsibility, though Information Protection is treated as critical to Redcentric, thus will work closely with the customer to protect their data.

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
<b>Microsoft Purview Information Protection</b> Discover, classify, and protect sensitive information wherever it lives or travels based on customer requests & changes. Detailed customization will be a professional lead engagement	⊖	⊖	✓	✓
<b>Purview Data Loss Prevention</b> DLP policies to meet security and compliance requirements based on customer requests & changes. Detailed customization will be a professional lead engagement	⊖	⊖	✓	✓
<b>Retention Tags and Retention Policies</b> Retention tag applications and basic customization based on customer requests & changes. Detailed customization will be a professional lead engagement	⊖	⊖	✓	✓

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
<b>Encryption Configuration</b> Enabling encryption where applicable based on customer requests & changes. Detailed customization will be a professional lead engagement.	⊖	⊖	✓	✓

## 5.6. Security & Threat Protection

End-Point leverages Microsoft Defender.

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
<b>Secure Score</b> Monitor, review, and assist towards getting and keeping a 70-100% security score. Achieving 100% is dependent on specific M365 licenses, features & policies.	⊖	⊖	✓	✓
<b>Microsoft Defender</b> Provides alerting and management of virus outbreak incidents, whether on a single device estate wide, ensuring potential problems are handled quickly, with as little disruption as possible	⊖	⊖	✓	✓
<b>End Point Security Configuration</b> Deployment of Antivirus and Monitoring applications to all End Points Configuration of automatic update timing Configuration of End Point Protection e.g., Exemptions, End Point specific requirements, Computer/Endpoint Groups Initial Compliance Audit and Antivirus/Antimalware scans on all End Points Application Control Policies Web Control Policies Data Loss Prevention Policies	⊖	⊖	✓	✓
<b>Initial Remediation</b> Remediation of any infection indicated endpoints	⊖	⊖	✓	✓
<b>Define Security Reports</b> Setup initial reporting and provide access to clients <u>(1 Monthly)</u>	⊖	⊖	✓	✓
<b>Scanning</b> End user device scanning & remediation	⊖	⊖	✓	✓
Scope Exclusions	Redcentric Foundations	Redcentric Enable	Redcentric Maintain	Redcentric Innovate
<b>End-of-Life OS</b> Microsoft and Apple OS's that have passed end of support date, where no extended support agreement exists	⊖	⊖	⊖	⊖
<b>Mobile devices</b> Web filtering does not extend to mobile phones (e.g., iOS or Android OS)	⊖	⊖	⊖	⊖

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
<b>Personal devices</b> Personally owned devices are excluded from web filtering	⊖	⊖	⊖	⊖
<b>Unsupported OS</b> Other OSes such as Linux, non-Windows hypervisors, or embedded systems	⊖	⊖	⊖	⊖

## 5.7. User Administration

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
<b>IT Champion Major Incident Management</b> Act as single point of contacts for Customer IT Champions for all incidents, service requests, change notifications and any other communications. Portal for logging requests directly with the ability to view and update customer tickets.	⊖	⊖	✓	✓
<b>End-User Major Incident Management</b> Act as single point of contacts for Customer End-Users for all incidents, service requests, change notifications and any other communications. Portal (Optional E-Bonding) for logging requests directly with the ability to view and update customer tickets.	⊖	⊖	✓	✓
<b>IT Champion Training</b> Both workshops knowledgebase for user training on using M365	⊖	⊖	✓	✓
<b>End-User Training</b> Both workshops knowledgebase for user training on using M365	+	+	+	+
<b>Admin Center, Azure AD/Entra ID &amp; Azure ADDS Management</b> Examples of our standard support offer gives: <ul style="list-style-type: none"> <li>✓ Directory design validation</li> <li>✓ Health checks and service monitoring</li> <li>✓ Admin Center &amp; Azure AD user account management</li> <li>✓ Managed Identities</li> <li>✓ Policy Management</li> </ul>	⊖	⊖	✓	✓
<b>On-Premises Active Directory Management</b> Our standard support offer gives: <ul style="list-style-type: none"> <li>✓ Directory design validation</li> <li>✓ Health checks and service monitoring</li> <li>✓ On-premises user account management</li> </ul>	⊖	⊖	✓	✓
<b>Multifactor Configuration</b>	⊖	✓	✓	✓



Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
Integration with Microsoft MFA clients as well as third-party solutions that reside on- premises and in the cloud through Active Directory Federation Services (ADFS).				
<b>Azure AD Connect</b> Guidance and support through setup, maintenance, and enablement of Azure Active Directory Connect (AADConnect) and Health Monitoring for active alerts.	⊖	⊖	✓	✓
<b>Access Reviews</b> Scheduled reviews of user access based on agreed criteria.	⊖	⊖	⊖	✓
<b>Joiners, Movers &amp; Leavers</b> Schedule regular user account changes based on customer's requested changes.	⊖	⊖	✓	✓
<b>Group additions, moves, and other changes</b> Schedule regular group changes based on customer's requested changes.	⊖	⊖	✓	✓
<b>Knowledgebase Management</b> FAQ's and knowledge base portal.	⊖	⊖	⊖	✓
<b>Create Process Runbooks</b> Documentation for continuity, compliance and training.	⊖	⊖	⊖	✓
<b>Application deployment.</b> Standard application management of onboarded and approved applications including: <ul style="list-style-type: none"> <li>✓ Application packaging and deployment to managed devices.</li> <li>✓ Update and patching of managed applications.</li> <li>✓ Pre-deployment of managed applications to devices.</li> <li>✓ User self-service application installation.</li> </ul>	⊖	✓	✓	✓
<b>Support for up to 5 devices per user</b>	⊖	⊖	✓	✓
<b>Support for Standard Commercial Off the Shelf (COTS) Applications.</b> All applications will need to be reviewed prior to be considered as supported.	⊖	⊖	⊖	✓

## 5.8. Applications

This section relates to End-User Support activities relating to application availability only.

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
Basic Application Support Limited to the User Being Able to Open and Use the Application on Supported Workstations or Mobile Devices	⊖	✓	✓	✓
Office 365 Desktop Applications				
Microsoft Word	✓	✓	✓	✓
Microsoft Excel	✓	✓	✓	✓
Microsoft PowerPoint	✓	✓	✓	✓
Microsoft OneNote	✓	✓	✓	✓
Microsoft Outlook	✓	✓	✓	✓
Microsoft Publisher	✓	✓	✓	✓
Microsoft Access	✓	✓	✓	✓
Skype for Business	✓	✓	✓	✓
OneDrive for Business	✓	✓	✓	✓
Office for Mac	✓	✓	✓	✓
Office Mobile for iPad/iPhone	✓	✓	✓	✓
Office Mobile for Android	✓	✓	✓	✓
Office 365 Online Applications				
Exchange Online	✓	✓	✓	✓
OneDrive for Business	✓	✓	✓	✓
SharePoint Online	✓	✓	✓	✓
Microsoft Teams	✓	✓	✓	✓
Power BI	⊖	✓	✓	✓
Project Online	⊖	✓	✓	✓
Visio Online	⊖	✓	✓	✓
M365 Video	⊖	✓	✓	✓
Microsoft Planner	⊖	✓	✓	✓
Microsoft Forms	⊖	✓	✓	✓
Microsoft Bookings	⊖	✓	✓	✓
Microsoft Stream	⊖	✓	✓	✓
Analytics Services Workplace Analytics	⊖	✓	✓	✓

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
MyAnalytics	⊖	✓	✓	✓

## 5.9. Device Deployment

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
<b>Managed Desktop, Laptop and Mobile Device</b> Utilising the M365 toolset, Redcentric Modern Workplace 365 team help keep users' devices healthy and secure. Our standard Device Management offering gives: <ul style="list-style-type: none"> <li>✓ Initial onboarding of the device into the management tools               <ul style="list-style-type: none"> <li>○ Support for either Windows or macOS Operating Systems</li> <li>○ Automated patching of Operating System in line with vendor patching cycles</li> <li>○ Upgrade of Operating System in line with vendor release cycles</li> <li>○ Device health monitoring</li> <li>○ Security best practice configuration and monitoring</li> <li>○ Anti-Virus software management</li> </ul> </li> <li>✓ Management of one mobile device, with features including:               <ul style="list-style-type: none"> <li>○ Support for either Android or iOS mobile Operating System</li> <li>○ Device health monitoring</li> <li>○ Security best practice configuration and monitoring</li> </ul> </li> <li>✓ Return to base fix for hardware issues</li> <li>✓ Device Account Management</li> </ul>	⊖	⊖	✓	✓
<b>Add and Remove Devices to Scope</b>	⊖	⊖	✓	✓
<b>Service Asset and Configuration Management</b> Schedule device removal and reports.	⊖	⊖	✓	✓
<b>Pre-provision devices</b>	⊖	⊖	+	+
<b>Provide self-service setup</b>	⊖	⊖	✓	✓
<b>Reprovision existing device</b>	⊖	⊖	✓	✓
<b>Intune (Deploying Templates)</b> Using base or custom templates that are already created	⊖	⊖	✓	✓
<b>Intune (Creating and Changing)</b>	⊖	⊖	✓	✓

Scope Inclusions	Redcentric Foundations	Redcentric Enable	Redcentric Operate	Redcentric Modernise
Customizing Intune policies is the best way to ensure the best security posture.				
<b>Windows Desktop OS Upgrades</b> Remotely via deployment services	⊖	⊖	⊖	✓

## 6. Modern Workplace 365 Design & Restrictions

### 6.1. Service Requirements

Below is a list of requirements for Redcentric to be able to deliver Modern Workplace 365 services. Some are strict requirements unless stated as optional which depend on what a customer has consumed on the M365 platform.

Required Item	Description
<b>Licensing</b>	A Customer must have all applicable licenses required to deliver all Modern Workplace 365 deliverables, Microsoft License details can be viewed <a href="#">HERE</a> . Should certain features be restricted by the customer's licenses, could limit what is delivered.
<b>Named Users</b>	When consuming MWP 365 Modernise, all supported end-users in scope must be named in the Redcentric SMAX portal, thus part of the on/off boarding process.
<b>Device EOL</b>	Android and Apple devices that have passed end of support date must be replaced or upgraded to supportable versions
<b>Microsoft Support</b>	Current in support minus two editions behind the latest release or Extended support Windows OS assets with best endeavors of support.
<b>Patching Window</b>	An agreed and defined re-occurring maintenance window for automated patch installation and remediation activities.
<b>Reboot Window</b>	Reboots are permitted within the agreed maintenance windows.
<b>Internet</b>	Outbound internet access with appropriate bandwidth.
<b>Access Documentation</b>	The client is provided information on support access methods.
<b>Ticketing</b>	All Priority 1 incidents are logged, and the client must follow up with a telephone call to support.
<b>Defining Standard Recurring:</b>	Deployment schedules, exclusions, targets and change management
<b>Customer Connectivity</b>	Connectivity to the M365 resources is the responsibility of the Customer. This Service Definition does not include the supply of any connectivity Services from Redcentric. Redcentric connectivity Services can be supplied if required, subject to a separate Order.
<b>Mobile Access (Optional)</b>	M365 resources can be consumed using mobile devices. Redcentric is not responsible for the deployment and management of mobile devices and applications, their compatibility with M365 resources, or the security of the data held on mobile devices.
<b>System Requirements</b>	It is the Customer's obligation to make sure that their own systems work in conjunction with M365 services as required. As standard, only Windows, Apple, and Android devices are supported.
<b>Cloud Defender (Optional)</b>	M365 Cloud Defender licenses must be purchased to enable deliverables reliant on Cloud Defender capabilities.

Required Item	Description
<b>End Point Security &amp; Updates</b> (Optional)	Endpoint security software must be installed on all sensitive assets. The Endpoint agent must be able to frequently connect to the internet in order to receive timely updates/policies and protection.
<b>Microsoft Teams Calling</b> (Business Voice) (Optional)	Full 'M365 Voice' service functionality requires one of the following license sets:  <b>Option 1</b> - If a customer's business has M365 Business Basic/Standard/Premium Licensing, a customer will require the add-on 'M365 Business Voice without Calling Plan' for each user who requires voice calling.  <b>Option 2</b> - If a customer's business has M365 E1/E3 Licensing, a customer will require the add-on 'M365 Phone System' for each user who requires voice calling.
<b>Microsoft Teams Calling</b> (Toll Free Numbers) (Optional)	To use toll free numbers, "Communication Credits" are required to purchase. Toll-free calls are billed per minute and require a positive Communication Credits balance. Initial purchase of Communication Credits requires a minimum spend and can be topped up automatically via credit card or other purchasing agreement. Communication Credits cannot be purchased via CSP and must be purchased through the Office 365 portal directly.

## 6.2. The Redcentric 'Billing Portal'

When Customers receive a Redcentric bill for their monthly usage, they will receive a bill that has two lines:

- The line labelled Managed M365 Usage will have one amount for all the Managed M365 usage (i.e. consumption of M365 resources) on their account in a month.
- The line labelled Managed M365 Usage Management Fee is the Redcentric fee for creating and managing the M365 resources.

The usage details that make up that bill can be accessed using the Redcentric Billing Portal. Customers will receive user ID's and initial passwords once their subscription has been created and named.

Using the Redcentric Billing Portal Customers will be able to view bills and detailed usage reports at a subscription-specific level. This portal contains the lowest level of usage details provided to Redcentric by Microsoft, and as such enables detailed bill/usage analysis. For support in using the Redcentric Billing Portal

Customers should contact Redcentric support. Customers may be required to have the latest versions of Internet browsers to access this portal.

All customers using Redcentric as their CSP will be given access to Redcentric's billing portal to be able to view billing data. Exact numbers may differ from the M365 console due to time differences.

Training along with a guide on how to access and use the portal will be given during onboarding.

## 6.3. Governance and Compliance

### M365 Managed & CSP Customer Resource Access Methods

Redcentric can deploy multiple ways to access and manage a Microsoft Tenant, Subscriptions and Resources to best fit a customer's operational and compliance requirements. When Hybrid managed services are needed, multiple methods can be used depending on the platform being managed.

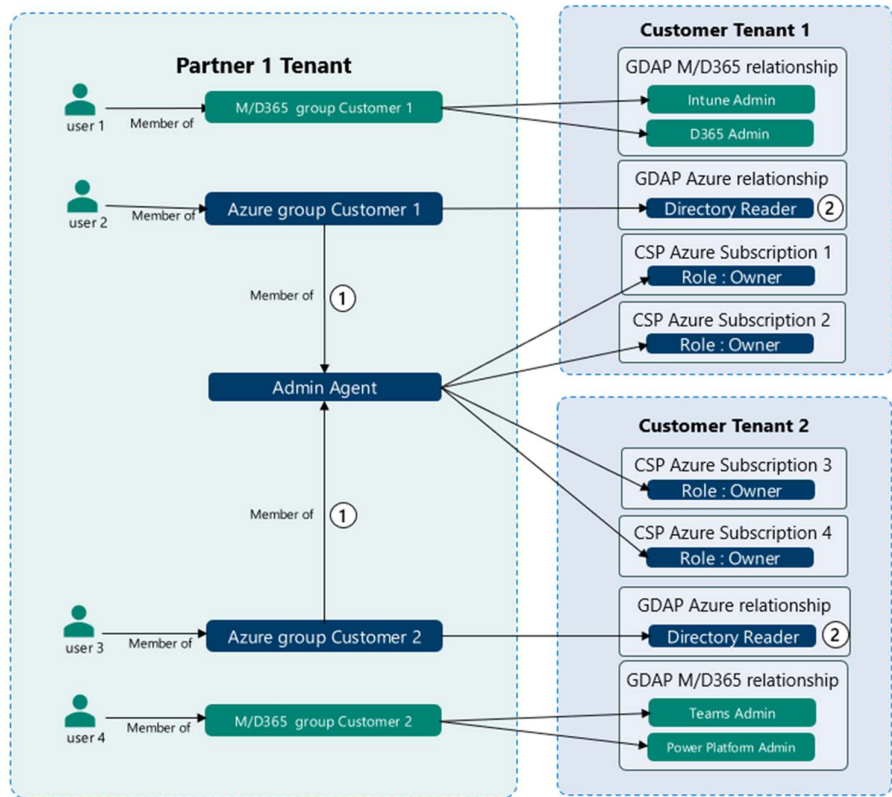
#### Access Method Options:

1. Granular Delegated Admin Privileges (GDAP) provides a customer's CSP provider with least-privileged access following the Zero Trust cybersecurity protocol. It lets the CSP partner configure granular and time-bound access to their customers' workloads in production and sandbox environments.
2. M365 AD B2B guest users and native user accounts can be used, primarily when doing project work where time limited access is needed to complete work that spans both the M365 AD Tenant and specific Subscriptions.
3. Via the Cloud Service Provider partner portal after accepting Redcentric as a customer's CSP, this access method is rarely used unless agreed prior, and the customer is notified every time access is granted this way.

#### Security Policies Enforced for Admin Access:

- Multi-Factor Authentication.
- Assigned permissions to groups, using the principle of least privilege.
- Logging enabled to track access and actions.
- No access to customer's data without prior permission.
- M365 Privileged Identity Management (PIM) / "Just in Time access"

The diagram below illustrates Redcentric's access for some of the methods listed above.





## 6.4. Different Data Types Captured

- **Application monitoring data**, which typically includes data around the performance and functionality of code.
- **M365 resource monitoring data**, which will include data around the operation of an M365 resource.
- **M365 tenant monitoring data**, which gathers data regarding the operation of tenant-level M365 services.
- **M365 subscription monitoring data**, which collects data pertaining to the operation and management of M365 subscriptions.
- **Virtual machine and cloud services data**, which captures system data and logging data on VMs.
- **Application insight data**, which relates to application performance monitoring (APM).
- **M365 Active Directory reporting data**, which collects information on user sign-in activities and system activity.
- **Activity logs**, which collects information on operations performed on resources in a subscription.
- **Network security logs**, which will collect data on traffic flowing through a network.

## 6.5. Service Health

The Customer's primary contact as designated on the M365 Active Directory (not the person designated as the Customer's primary contact with Redcentric) will receive M365 outage notifications directly from Microsoft. These notifications are for Customer's consuming a specific M365 resource, and as such Redcentric does not necessarily receive these notifications.

If a customer believes that an M365 service has experienced sufficient downtime within a month to trigger a service credit under the terms of the Microsoft Service Level Agreement they should raise a ticket with Redcentric Support and provide the relevant details. If this is the case Redcentric will create a claim to apply for a service credit and pass the amount credited back to the Customer.

Customers should review the Service Level Agreements for Microsoft Online Services using the following link: [b](#). Please see ([Service Levels and Service Credits](#)) of this Service Definition for more information about Service Levels and Service Credits.

## 6.6. Service Restrictions

- Redcentric provide several pre-defined business workflows as part of our standard offering. Custom workflows can be created but may include an additional charge.
- Requires relevant Microsoft license. Licenses will be provided via Redcentric's Cloud Solution Provider (CSP) program where required.
- Dependant on Azure Active Directory configuration.
- For managed applications only and dependant on M365 configuration.
- Support will be provided for setup, configuration, and basic use of applications only. Advanced usage topics (e.g. Excel formulas) will be provided on a best endeavours basis.
- Updates and upgrades will be deployed to Operating Systems supported by Intune only.
- Current and previous OS versions only.
- For unmanaged devices (BYOD) support is on a best endeavour's basis only.
- Vendor or third-party support contract also required.
- Additional charges will apply for support of third-party anti-virus service and will vary dependant on provider.
- Application must be available for automated deployment and servicing using standard tools.
- Account management performed in Azure AD only, on-premises directory management requires the [On-Premises Active Directory Service](#).
- The device must support remote configuration and access to the device made available to Redcentric Group support.
- The device must support remote monitoring and access to the device from Redcentric Group's health monitoring services must be available.
- Site visits will incur additional fees and will be during Redcentric Business hours only.
- Printers that are not directly compatible with Microsoft Universal Print would require Universal Print connector software.
- Permanent remote access from Redcentric locations to the file/print server will be required to provide on-premises services support.

## 7. Additional Service Options

In the below subsections, we describe some of the available additional services applicable to Modern Workplace 365, but are out of scope of this specific service definition. Should a customer adopt a Hybrid or Multi-Cloud model there are many more services other than listed here available to bring everything together. Additional charges apply for all of the services listed below.

### Advanced Monitoring

A number of additional advanced monitoring services are available that can improve and maintain user experience and compliance. Small example of these services include:

- Synthetic monitoring of web application transactions & real-user monitoring
- Application performance monitoring (APM)
- Log management

Please contact the ACE Managed Public Cloud solutions architect team for additional information or to add these services.

### Hybrid Connectivity and Integration

Redcentric provides hyperscale cloud connectivity services to facilitate hybrid and multi-cloud configurations. Please request the Hyperscale Connect services service guide for additional information.

### Managed SQL Server & Database

We will perform monitoring, support and health checks using a set of in-house developed monitoring and maintenance packs that we install on all Redcentric managed instances of Microsoft SQL and M365 SQL instances.

### Managed Security Operation Center (SOC)

Customers with elevated security needs can subscribe to Security Operation Center (SOC) services that provide 24x7 security monitoring and response. These services are provided by a partner and can be appliance based (WAF, IDS and IPS technologies) or use M365 Native Services to identify and resolve threats. For additional information, please ask the Redcentric team.

### Managed Azure

The Redcentric ACE Azure services cover a wide range of support and management capabilities designed to keep a customer's Admins productive and enabling an organisation focus on core business objectives, maximising productivity.

Leveraging the availability of the world's leading Cloud-based productivity suite and collaboration toolset, Microsoft Azure, we can simplify a customer's migration, safeguard security, ensure quality of delivery, and guarantee the requisite degree of responsive support and focused advice for organisations.

Azure is part of the wider Redcentric portfolio of Hybrid Cloud Services. Redcentric provides solutions across multiple public cloud vendors, our own hosted cloud, private cloud, managed network, and other technology-based services ensuring Redcentric can cover nearly all Business Requirements and Outcomes.

### Cloud Readiness Assessment

For customers moving a significant number of applications into the cloud, the Cloud Readiness Assessment's in-depth discovery and design service delivers a robust target architecture and adoption plan. This service is required when the environment exceeds 10 applications or 20 source machines or five discreet workloads in scope. Redcentric solutions architects work with customers to define the scope and agree-upon a price for the project.

### Governance Review

The Cloud Governance Assessment will identify areas for improvement and provide remediation advice so that customers can understand where there is either a cost issue or security risk, and start to address them.

In doing so they will then be able to address Business Risk and Business Enablement.

### Well Architected Review

The architecture review service ensures that an existing public cloud implementation follows best practices as described by the well-architected principles defined by the public cloud provider.

### Transformative Migration Projects

Migrations that involve any significant transformation activity will be carried out through a public cloud project services engagement and defined by a statement of work.

## 8. Associated Redcentric Services

Redcentric Modern Workplace 365's main goal is to Modernise IT for organisations that want to focus on growth and not keeping the lights on. While not a requirement, Redcentric prides itself on being able to cover all business requirements end to end no matter the platform, thus this service compliments or can be complimented by the following:

- Business Voice & Collaboration
- Managed Azure
- Managed AWS
- Managed Windows Server
- Managed Linux Server
- Managed SQL Database
- Citrix Virtual Desktops
- M365 Virtual Desktops
- Recovery Services
- Network & Connectivity
- Managed Firewall
- HSCN Connectivity
- Managed Backup (Acronis / Veeam Based)
- Managed SIEM / Secure Operations Centre (SOC)

The above services are only those relevant to Modern Workplace 365 and is not a complete list, for a complete list please see the Redcentric website.

## 9. Service Availability

### 9.1. Service Hours Definition

There are 2 levels of Redcentric service hours, defined as follows.

Service Hours Description	Definition
24x7x365	Available 24 hours a day, 7 days a week, 365 days a year.
Redcentric UK business hours (RBH)	09:00 am to 17:00 pm GMT / BST (as applicable) Monday to Friday excluding UK public holidays

### 9.2. Standard Applicable Service Hours

Service Management Activity	Service Hours
Redcentric Service Desk L1	24x7x365
Redcentric Service Desk L2	Redcentric UK business hours
Redcentric ACE Team L2 & L3	Redcentric UK business hours
Support Request Management	Redcentric UK business hours
Incident Management (P1)	24x7x365
Incident Management (P2 & P3)	Redcentric UK business hours
Problem Management (RCA)	Redcentric UK business hours
Configuration Management	Redcentric UK business hours

The management of support requests (covering requests for information, ticket updates and request for change) will be provided within Redcentric business hours, to ensure the quality of the communication channels.

More specific aspects of service management, such as root cause analysis where the underlying cause of an incident is not yet identified – known as a problem – and the management of change and releases are also carried out within Redcentric business hours to ensure the rigorous and effective delivery of these service elements.

### 9.3. Redcentric Service Levels

Target availability for the Redcentric services underpinning the **Customer** services.

Service	Target Service Level	Definitions
Redcentric Service Desk	99.90%	Service Desk availability to raise support requests for Customer.

\*As all services involved in delivering this rely on M365 to some extent, we are reliant on Microsoft to adhere to their own SLAs, some of which are defined below:

M365 Service	SLA
All M365 Platforms and Services	<a href="#">Service Level Agreements (SLA) for Online Services</a>

Any issue that sits with M365 to resolve is not included in any Redcentric SLA calculations.

\*Target figure relates to availability of the service platform and excludes outages related to single points of failure, scheduled downtime, or those service elements outside of the Redcentric scope of responsibility.

Platform/infrastructure availability is measured by Redcentric's chosen monitoring and event handling and Redcentric's reporting platform (POM). Redcentric does not include as standard the monitoring of end user perception of availability or performance, which can be affected by the service quality of the ISP or Customer LAN.

Service Availability target is defined as the percentage of time for which the service is available to the users.

$$\text{Service Availability} = \frac{\text{Agreed Service Hours} - \text{Service Downtime Hours}}{\text{Agreed Service Hours}} \times 100 \%$$

#### Notes:

All availability targets are to be calculated on a rolling 12-month basis.

Availability calculations will exclude outages where root cause is determined to be outside of the Platform components under Redcentric control.

### 9.4. Microsoft Service Levels

M365 Service Levels are provided by Microsoft, and not by Redcentric. M365 Service Level Agreements which describe Microsoft's uptime guarantees and downtime credit policies are specific for each M365 service. The SLAs for individual M365 services can be accessed here:

<https://M365.microsoft.com/en-gb/support/legal/sla/>

Typically the M365 services have an availability target of 99.9% measured on a monthly basis, but please refer to the Microsoft Cloud Agreement and the related documents.

Microsoft's service terms can be accessed:

<http://www.microsoftvolumeicensing.com/Downloader.aspx?DocumentId=11675>

### 9.5. Microsoft Service Credits

The M365 service performance, including uptime and service monitoring, is the responsibility of Microsoft, and Microsoft is responsible for service credits to the extent set out in the Microsoft Cloud Agreement.

Microsoft will pay to Redcentric any service credits that are due in respect of the Customer's M365 service. Redcentric will credit to the Customer any service credits that Redcentric receives from Microsoft in respect of the Customer's M365 service (where such service has been procured through Redcentric as part of Redcentric's MAS Services). These service credits are described below at their current rates, but may be amended by Microsoft from time to time, in which case the amended service credits paid by Microsoft will apply.

## 10. Responsibilities and Accountabilities

### High Level Redcentric Responsibilities

Redcentric will provide the following in connection with the M365 platform and managed by Redcentric:

- Creation and configuration of Microsoft tenants and M365 subscriptions on the customer's behalf if required.
- Provisioned access to required tools and portals.
- Migrating customer's data and services as defined in any SOW's.
- All deliverables stated in the scoping matrixes depending on the service level contracted to.
- Feature deployment as agreed-upon during design phases.
- Support tickets created and liaised with Microsoft support when required.

### High Level Customer Responsibilities

The customer will:

- Maintain licensing for any software not provided by Redcentric.
- Adhere to the applicable Microsoft terms and conditions.
- Maintain passwords in a secure manner.
- Respond to Redcentric requests in a timely fashion.

### RACI Matrix

The following table outlines Redcentric and customer responsibilities using a RACI model.

- Responsible: Do the task
- Accountable: Approve the task
- Consulted: Input provided to the task
- Informed: Notified on task progress or completion

#### Redcentric Modern Workplace 365 for M365 RACI

Task	Redcentric	Customer
Provide business and technical requirements	C, I	R, A
Create customer proposal, pricing and contract documentation	R, A	C, I
Design review	R, A	C, I
Create Pre-Sales Solution & HLD	R, A	C, I
Final proposal to customer	R, A	C, I
Contract signature	C, I	R, A
Manage implementation activities	R, A	C, I
Build/provision the solution	R, A	C, I
Test and handover	R, A	C, I
Notify the customer of any service-affecting issues or planned maintenance	R, A	C, I
Notify Redcentric of any planned activities that may impact service	A, C, I	R
Resolve incidents and problems	R, A	C, I
Raise service requests and changes	C, I	R, A
Implement service requests and changes	R, A	C, I

## 11. Glossary of Terms

### Acronym Key

Acronym	Expanded Term
AoC	Attestation of Compliance
APM	Application performance monitoring
CDR	Customer design requirements
CSP	Cloud Service provider
MCSP	Managed Cloud Service provider
M365	Microsoft 365 Platform
CVE	Common vulnerability and exposures
DRaaS	Disaster recovery as a service
IaC	Infrastructure as code
IDS	Intrusion detection services
IPS	Intrusion prevention services
ITIL	Information Technology Infrastructure Library
PCI DSS	Payment Card Industry Data Security Standard
RCA	Root cause analysis
SLA	Service-level agreement
SME	Service management executive
SOC	Security Operation Center
TAM	Technical account manager
WAF	Web application firewall

## 12. Disclaimer

**This information is subject to formal contract and is an indicative and unqualified invitation to treat not capable of acceptance. no contractual relationship shall exist until formal contract documentation has been negotiated and executed by both parties.**

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## Document Control

Service category	Cloud
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Title	Redcentric Modern Workplace 365 Service Definition
Originator / Author	Warren Ward
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Business Area	Operations/CSG
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## Document Ownership

Redcentric's Product Manager for Modern Workplace 365 is the owner of this document and is therefore responsible for ensuring that this Definition is reviewed in line with the review requirements of Redcentric's ISO9001 Quality Management System.

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## HEAD OFFICE

Central House  
Beckwith Knowle  
Harrogate  
HG3 1UG

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**T** 0800 983 2522

**E** [sayhello@redcentricplc.com](mailto:sayhello@redcentricplc.com)

**W** [www.redcentricplc.com](http://www.redcentricplc.com)

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