

# 1 Enabled IT

<ul style="list-style-type: none"><li>• Hardware &amp; software audits</li><li>• Unlimited Remote Support for Windows and Mac OS including End-user Service Desk</li><li>• 3<sup>rd</sup> Party Vendor Liaison</li><li>• Infrastructure Monitoring &amp; Preventive Maintenance</li><li>• Backup for Cloud and On-prem Servers (limited to supported backup technologies)</li></ul>	<ul style="list-style-type: none"><li>• Web-based Management Portal</li><li>• Microsoft Office 365 Support &amp; Administration</li><li>• User Onboarding and Offboarding</li><li>• Monthly Cadence Calls</li><li>• Server and Workstation Patching &amp; Preventive Maintenance</li></ul>
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## 1.1 Client Prerequisites

The following section describes prerequisites required for successful technical support.

- Client will assist in routing support requests for the following contact methods
  - Phone Calls
  - Emails
- Client will provide required privileged access to facilitate support requests
- Client will assist eGroup Enabling Technologies with the deployment of RMM agents to all supported endpoints defined in **Summary of Services** section
- Remote access to site and devices will be provided by client if eGroup Enabling Technologies's RMM agent can't be used
- Client will provide a list of software and vendors that would be available for escalation as needed and provide access for eGroup Enabling Technologies to open support tickets directly with the vendors

## 1.2 Proactive Services

eGroup Enabling Technologies will provide the following proactive services based on the frequency outlined in the table below. eGroup Enabling Technologies and the Client will preschedule collaborative meetings in advance at a mutually agreeable time.

Service	Frequency
Office 365 Digest	Monthly
Workstation, Server, and Network Patching	Monthly
Office 365 Tenant and Secure Score Review	Semi- Annually

## 1.3 Areas in Scope

- 1) Remote user support for the quantity of users defined in the **Summary of Services** section
  - a) PC performance and troubleshooting
  - b) Application Support – 3<sup>rd</sup> party applications are considered Best Effort
  - c) Microsoft 365 Cloud connectivity and productivity suite support
  - d) Identity and access administrator and troubleshooting for on-premises and cloud
  - e) General corporate network troubleshooting
- 2) Supported Operating Systems
  - a) Microsoft Windows OS Professional or Higher
    - i) Home Edition support is limited to its reduced feature set
  - b) Microsoft Windows Server OS
  - c) Apple Mac OS (Operating System)
  - d) Linux Operating Systems supported by RMM vendor
- 3) Active Directory and Entra ID
  - a) User account onboarding and offboarding
  - b) Access and license management
  - c) User and security group changes
  - d) Password resets
  - e) 24x7x365 Monitoring for Servers and Network devices for the quantities defined in **the Summary of Services** section
- 4) Network and cloud connectivity with basic network administration for supported devices
- 5) Backup and Disaster Recovery – eGroup Enabling Technologies included services only
  - a) Microsoft Office 365 Cloud to Cloud backup with 1 year cloud retention
  - b) On-premises server backup with 1 year cloud retention
- 6) Microsoft Cloud Administration for the following :
  - a) Azure Infrastructure
    - i) Virtual Machines (Compute)
    - ii) Azure Networking and VNET management
    - iii) Storage for Virtual Machines
  - b) Exchange Online
  - c) SharePoint and OneDrive
  - d) Teams
  - e) Intune
    - i) Policy and Profile Management including:
      - (1) Compliance Policies
      - (2) Patching Profiles

## Areas out of Scope

Areas that are out of scope for this support agreement include, but are not limited to, the following:

- 1) A change estimated to be more than 2 hours is out of scope and will be considered a project to be scoped and will be invoiced as per agreed upon Terms & Conditions
- 2) Support of any version of software or hardware that is considered end of life or no longer supported by the manufacturer
  1. Support for machines without an RMM agent installed
  2. Damages from viruses or security incidents that impact endpoints and or network
- 3) Onsite resources or assistance will not be provided by eGroup Enabling Technologies
- 4) Penetration testing and vulnerability scanning

- 5) Specific compliance attestations
- 6) Hardware failures that cannot be addressed remotely
- 7) Internet outages and home network troubleshooting
- 8) End user or IT staff training
- 9) Software license procurement
- 10) Microsoft Cloud Administration excludes the following areas:
  - a) Azure Platform as a Service or any other workloads not listed in the **Areas of Scope** section above
  - b) Exchange Online
    - i) DLP (Data Loss Prevention), Archiving, and eDiscovery requests
  - c) SharePoint and OneDrive
    - i) Creation or modification of existing custom web parts
    - ii) Troubleshooting/building custom workflows via SharePoint Designer or Microsoft Flow (unless built by eGroup Enabling Technologies as part of a scoped, billable project)
    - iii) Troubleshooting/building custom forms (i.e., InfoPath, unless built by eGroup Enabling Technologies as part of a scoped, billable project)
    - iv) Third-party applications from the SharePoint store or Sandbox solutions
    - v) Managed Metadata Term Sets and Navigation (Can troubleshoot the service application itself)
    - vi) Business Data Connectivity service connections
    - vii) User Profile Service audiences; social tagging; creation, modification, or deletion of user profile properties. (Can troubleshoot issue with service application itself)
    - viii) For permissions issues, customer internal IT or agreed upon customer point of contact (POC) must obtain site owner approval before any permissions will be modified by eGroup Enabling Technologies
    - ix) Licensing for any third-party software solutions
    - x) Creation of subsites, libraries, lists, SharePoint security groups and setting permissions. (Can troubleshoot if there is an issue but eGroup Enabling Technologies does not administer the site content)
    - xi) Migration/upload of content to SharePoint and/or OneDrive, this can be completed through a scoped billable project if needed
  - d) Teams
    - i) PSTN (Public Switched Telephone Network) and voice support
- 11) Intune
  - a) Application Packaging
  - b) Endpoint Security
    - i) Security Baselines
    - ii) Defender for Endpoint Policies
    - iii) Account Protection
    - iv) Conditional Access
    - v) Wipe, retire or deleting devices to protect company data
  - c) Compliance reporting