1 Enabled Productivity

eGroup Enabling Technologies (eGroup Enabling Technologies) provides managed services for a wide variety of M365 services, based on the number users listed in the Overview table covered by the Agreement. M365 services are supported in an "as-configured" state. Requests that fall outside of the identified scope are optional Time and Materials upon client agreement for additional services rendered.

1.1 Client Prerequisites

The following section describes prerequisites required for successful technical support.

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- Delegated Admin access to Office 365 tenant provided to (eGroup Enabling Technologies)
- Client is response for support of on-premises Active Directory accounts and attributes
- Maintain current Microsoft Licensing to cover supported workloads
- Administrative access to Endpoint Manager Admin Center, Team Admin, SharePoint Admin
- Enrolment of Windows devices requires line of sight to a domain controller
- Windows Defender Licenses required for Endpoint Security support
- Provide the primary IT Security Delegate contact information to eGroup Enabling Technologies

1.2 Proactive and Managed Services Coverage

eGroup Enabling Technologies will provide the following managed 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
Client Proposed Policy and Tenant Changes Review	Monthly
Analytics and Reports Review	Quarterly
Office 365 Secure Score Review	Semi- Annually

1.3 Areas in Scope

1) Provide remote end-user moves, adds, and changes, license assignments, as needed
2) eGroup Enabling Technologies will provide technical support and troubleshooting on the following:
    a) Exchange Online
        i) Basic protection settings
            (1) Malware filters
            (2) Spam filters
            (3) Connection filters (IP safe and block lists)
            (4) SPF/DKIM/DMARC
        ii) Mail Flow management (DNS Records within M365)
        iii) Mail groups, resources, and contacts
        iv) Mailbox Permissions

(1) Management of mailbox permissions
(2) Mailbox delegation assistance
v) Mobile device configuration
(1) eGroup Enabling Technologies is **not** responsible for any customizations made to mobile devices, i.e., jail broken iPhones
vi) Public Folders management
vii) Organization policy configuration
(1) Organization Sharing between federated organizations
(2) Individual Sharing
b) SharePoint Online and OneDrive for Business
i) Modification of Office 365 Tenant SharePoint settings
ii) Review and understand Client's Change Request management process
iii) Investigate Problem and complete root cause analysis
iv) Troubleshooting permissions issues for both internal and external users
v) Assignment of permissions (with approval)
vi) Creation of additional site collections
vii) OneDrive sync issues
viii) Modification of Site Collection quotas
ix) Site Collection-level Recycle Bin
x) Assignment of new Site Collection owners (with approval)
c) Microsoft Teams
i) Organization Configuration
(1) Meeting\Messaging Policies, Org-wide settings
(2) Coexistence settings
ii) Microsoft Audio Conferencing
iii) Online and Live Meetings
iv) External and Guest access
v) Basic Connectivity testing
vi) User Management
vii) Online Device Management
d) Entra ID
i) Entra ID Multi-Factor Authentication
ii) Self Service Password Reset
iii) Conditional Access
iv) Identity Protection and Privileged Identity Management
3) eGroup Enabling Technologies will perform a semi-annual health check where:
a) eGroup Enabling Technologies will review current Office 365 configuration
b) Share results and suggested optimizations with the Client
c) Review Microsoft Secure Score
4) Intune
a) Device Enrollment Assistance
i) Windows 10
ii) iOS
iii) Android
iv) MacOS
b) Device Management Support for the following:
i) Remote Device Actions
ii) Hardware Info
iii) Application Inventory
iv) User Experience Insights
v) Provide the following info as requested:
(1) Assigned compliance policies, and if the device is compliant or not compliant

- (2) Device configuration policies assigned to the device
- (3) Available BitLocker keys found for the device

- c) Device Protection support for:
  - i) Reset passcodes when users are locked out of their devices
  - ii) Retire devices and remove data
  - iii) Require devices to be compliant
  - iv) Evaluate and report on devices that are not compliant:
    - (1) jailbroken iOS/iPad OS devices
    - (2) encrypted or not encrypted devices
    - (3) the health of Windows devices
  - v) Protect apps and the data used by those apps
    - (1) prevent data from being backed up from a protected app
    - (2) restrict copy and paste to other apps
    - (3) require a PIN to access an app
- d) Application Management and Packaging
  - i) MS (Microsoft) Office
- e) Policy and Profile Management including:
  - i) Compliance Policies
  - ii) Configuration Profiles
  - iii) AutoPilot Profiles
  - iv) Patching Profiles
    - (1) Windows Update Rings
    - (2) Windows Feature Updates
  - v) Disk Encryption Policy
  - vi) Firewall Policies
  - vii) Account Protection
  - viii) Conditional Access
- f) Change Control Profiles such as:
  - i) Test Group
  - ii) Staging Group
  - iii) Production Group

1.4 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) Viruses that impact the workstations and/or network
- 3) Adding additional domains to the Client's 365 tenant
- 4) SharePoint/OneDrive for Business
  - a) Custom branding/master pages/page layouts (unless built by eGroup Enabling Technologies as part of a scoped, billable project)
  - b) Creation or modification of existing custom web parts
  - c) Troubleshooting/building custom workflows via SharePoint Designer or Microsoft Flow (unless built by eGroup Enabling Technologies as part of a scoped, billable project)
  - d) Troubleshooting/building custom forms (i.e., InfoPath, unless built by eGroup Enabling Technologies as part of a scoped, billable project)
  - e) Third-party applications from the SharePoint store or Sandbox solutions
  - f) Managed Metadata Term Sets and Navigation (Can troubleshoot the service application itself)

g) Business Data Connectivity service connections

h) User Profile Service audiences; social tagging; creation, modification, or deletion of user profile properties. (Can troubleshoot issue with service application itself)

i) 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

j) Licensing and troubleshooting for any third-party software solutions beyond patching if enabled

k) 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)

l) Migration/upload of content to SharePoint and/or OneDrive, this can be completed through a scoped billable project if needed

5) Enterprise Mobility + Security

   a) Microsoft Purview Information Protection

      i) Label and Policy Configuration

      ii) Encryption\Protection settings

      iii) Decryption guidance

      iv) Scanner Application

   b) Intune

      i) Endpoint Security

         (1) Security Baselines

         (2) Security Tasks

         (3) Windows Defender Policies

      ii) App Packaging

      iii) Patching Remediation

6) Support of any version of software that is no longer supported by the manufacturer

7) Non-Microsoft and 3rd party patching

8) Setting up **new** services, policies, features, or any additional functionality that Microsoft adds to their Endpoint Manager Service. These will be handled by eGroup Enabling Technologies' Professional Services team as one-time projects.

9) Any activities that would require design, planning, architecture of the solution. These will be handled by eGroup Enabling Technologies' Professional Services team as one-time projects.

10) Defender Suite as it relates to Office 365 including but not limited to:

   a) Defender for Identity

   b) Defender for Office 365

   c) Microsoft Attack Simulator and Training

11) Office 365 Security Center assessment remediation efforts. These will be handled by eGroup Enabling Technologies' Professional Services team as one-time projects.

12) PowerShell Scripting at the client's request