

SCHEDULE G: SERVICE DEFINITION FOR ENHANCED OPERATIONAL MANAGEMENT LEVEL – MICROSOFT 365 USER MANAGED

The Enhanced Operational Management Level – Microsoft 365 User Managed provides operational management of the Supported Items within the cloud environment, as well as physical and virtual environments indicated within the service definition. This Enhanced Operational Management Level provides end user assistance, management, and support services for the Microsoft 365 environment components, and configuration by the Service Desk to the Customer’s requirements.

Functional Capability

Exponential-e includes user assistance, management, and support for the following Microsoft cloud services to Exponential-e’s standard build specification in this Schedule G:

- Microsoft 365
- Office 365

This Enhanced Operational Management Level applies to the vendor’s products listed above under mainstream support as defined by Microsoft from time-to-time. This Enhanced Operational Management Level includes all Microsoft included software provided as part of the applicable Microsoft cloud service that are directly accessed by end users.

Operation

The Microsoft 365 User Managed Enhanced Operational Management Level components are as follows. Exponential-e’s responsibilities with respect to the Microsoft 365 User Managed Enhanced Operational Management Level are described within the following table. The Customer is responsible for all management activities not included within Exponential-e’s responsibilities below.

Aspect	Exponential-e’s Responsibilities
Application Management	• Conduct end user assistance, advice, and support for Supported Item Microsoft 365 application environments. • Investigate Microsoft 365 application outages. • Investigate Microsoft 365 application performance issues. • Work with the Customer or Microsoft or third parties to resolve Microsoft 365 application problems or outages. Third party charges are the responsibility of the Customer. • Investigate and address root causes with Microsoft 365 Support or Microsoft Premier Support for Microsoft 365 outages and application performance issues. • Provide the Customer with regular updates on resolution efforts for Microsoft 365 Application Management. • Ensure that proper systems or management changes are put into place based on recommendations from application vendors.
Assistance and Advice	• Provide assistance and advice to help increase the Customer engagement of Microsoft 365 with Supported Items. • Share knowledge amongst the Customer’s end user support community via solution documents, social media, technical communities and training recommendations.

Aspect	Exponential-e's Responsibilities
Disaster Recovery and Business Continuity	• Provide the Customer with a standard format Disaster Recovery and Business Continuity document for the Supported Items. • Request sign off from the Customer stakeholders for the standard format Disaster Recovery and Business Continuity document for the Supported Items. • Coordinate with the Customer's representatives to execute live DR processes in line with the Customer's IT Disaster Recovery and Business Continuity Plan, at the Customer's request. Exponential-e is responsible for carrying out all activities agreed for completion by Exponential-e in the Customer's IT Disaster Recovery and Business Continuity Plan. • Participate with the Customer on an annual basis to review and improve the Disaster Recovery and Business Continuity document.
Documentation	• Maintain solution design documentation for Supported Items in the CMDB. • Maintain solution configuration documentation for Supported Items in the CMDB. • Ensure that the CMDB includes the day-to-day operational procedures for the Microsoft 365 User Managed Enhanced Operational Management Level. • Implement and maintain version control for all above documentation.
End of Life Management	• Once Microsoft has notified Exponential-e of any Supported Items becoming end of life, Exponential-e will advise the Customer of this information. End of Life typically results in the relevant vendor no longer providing support or software updates for the applicable item. • For Customer managed infrastructure, if the Customer is not able to upgrade the OS or applications that interacts with Supported Items by the End of Life date, Exponential-e will use reasonable endeavours to continue to deliver the Microsoft 365 User Managed enhanced operational support level in accordance with this Schedule G however the Flex Manage service level agreement shall not apply to any Supported Items that have reached their End of Life date. • Exponential-e will provide the services detailed within this Schedule G for Supported Items as per their vendor lifecycle. For end-of-life Microsoft products the Customer will be expected to contact Exponential-e for Professional Services to upgrade/replace their end-of-life existing products at the Customer's expense, or the Customer will be expected to perform the upgrade or replace their end-of-life products. Exponential-e will only be able to offer the Customer extended support if Microsoft also provides extended support for the product.
Licensing	• Exponential-e is responsible for licensing management under the Contract to cover: ○ Monitoring as applicable for the Supported Items. ○ Provisioning of the Supported Item licenses. ○ Update Supported Item licenses, subscriptions and user management as required by the Customer or its end users. For the avoidance of doubt, this covers management of licences and the provision of those licences, where purchased by the Customer through Exponential-e.

Aspect	Exponential-e's Responsibilities
Monitoring	• Continuous (24x7x365) Supported Item service monitoring and alerting. • All Supported Items will be configured for monitoring that will be used to proactively monitor the health and availability of the Supported Items. • Document all monitoring settings for all Supported Items during the On Boarding activity and make this information visible to the Customer in the CMDB. Update the documentation when monitoring changes are made. • Proactive monitoring of all Supported Items at regular intervals (as agreed during On Boarding) to collect Supported Item metrics. • Logging issues uncovered by Supported Item monitoring within the management platform. • Process issues uncovered by Supported Item monitoring to remediation (where possible).
Reporting	• Make performance and management of reports for Supported Items available covering a thirty (30) day period.
Standard Installation Activities	• Configuration of Exponential-e standard monitoring on Supported Items.
Standard Operational Activities	• Provide end user product support for Supported Item services and programs. • Be the focal point for communications, coordination, and overall adherence to the Supported Item knowledge management program. • Accurately document all work performed through the ticketing system, including details and outcomes. • Escalate product bugs or unresolvable cases to Microsoft 365 Support. • Escalate product bugs or unresolvable cases to Microsoft Premier Support for CSP Customers. • Identification of high risk Supported Item issues. • Configuration of remote access to the end user operating environment utilising Exponential-e's monitoring tooling. • Monitoring and delivering monthly Microsoft 365 Customer reports on the Flex Manage service level agreement. • Automated analysis and resolution of Microsoft 365 end user incidents raised for Supported Item application alarms and warnings. • Manual analysis and resolution of end user incidents raised for Supported Item application alarms and warnings that cannot be automatically resolved. • Delivery of approved end user changes to Supported Items raised by Exponential-e and the Customer. • Administration and user account management for Exponential-e engineering staff. • Conduct research on complex cases, validate cases for escalation to Microsoft support or Premier Support, and contribute to internal knowledge management initiatives.

Aspect	Exponential-e's Responsibilities
Supported Item Software	- Assist end users with the installation of the Supported Item software environments based on Exponential-e's standard build specification. - Assist end users with the configuration and management of the Supported Item features and functionality, including application options, features, or supported applications that are part of Supported Items

Customer Pre-requisite Requirements

To start management of Microsoft 365 User Managed products, Exponential-e requires the following pre-requisites to be fulfilled by the Customer during the On Boarding period.

- Provision of an AV license for the Supported Item if this is not provided by Exponential-e.
- Conducting the On Boarding activities (as identified by Exponential-e during the On Boarding process) including provision of information needed by Exponential-e to correctly manage and support the Supported Items.
- Provision of design documentation for currently running Supported Items, where this exists.
- Provision of Configuration documents or CMDB information for currently running Supported Items where it exists.

Customer Dependencies

For Exponential-e to deliver the Microsoft 365 User Managed Enhanced Operational Management Level, the following Customer dependencies exist. Failure of the Customer to meet these Customer Dependencies may affect the service Exponential-e is able to deliver to the Customer, and Exponential-e's obligations under the Flex Manage service level agreement.

- The Customer shall provide documented naming conventions for all Supported Items.
- The Customer shall provide documented active Customer IT policies for all Supported Items at the time of starting the On Boarding process.
- The Customer shall provide Exponential-e with advice in advance of any peculiar, special, or particular modifications made to the Supported Item.
- The Customer shall be responsible for documenting and maintaining any differing configuration and build requirements pertaining to the existing Microsoft 365 environment that is peculiar, special, or has had particular modifications applied.
- The Customer shall ensure that the Customer endpoints and management environments are secured, patched, and maintained in accordance with Good Industry Practice.
- The Customer shall ensure that the Customer applications layered on top of the OS are secured, patched, and maintained in accordance with Good Industry Practice for Supported Items that exists prior to the On Boarding activity.
- The Customer shall work with Exponential-e to replace all End of Life Supported Items before the arrival of the End of Life date.
- The Customer shall review the compatibility and suitability of the selected Supported Item configuration for its intended application usage.
- The Customer shall provide Exponential-e with administrative rights on the Supported Items in order to provide the Microsoft 365 User Managed Enhanced Operational Management Level on Supported Items. When Exponential-e is configured as the Customer's Microsoft CSP these rights are automatically set by Microsoft.
- The Customer shall be responsible for all Supported Items being protected by AV software. Supported Items not deployed with AV software are not covered by the Microsoft 365 User Managed Enhanced Operational Management Level for virus infections free of charge.
- The Customer shall be responsible for all Supported Items being protected by backup software.

Service Education

Exponential-e will provide education to Customer staff about the details of the support provided, and how to make use of the provided Microsoft 365 User Managed Enhanced Operational Management Level. Exponential-e will provide the following service education.

Education	Timeline	Method
Raising incidents for faults/issues	On Boarding	Face-to-face CMDB document
Raising changes for system changes	On Boarding	Face-to-face CMDB document
Reporting	On Boarding	Face-to-face CMDB document
Requesting the creation of new Supported Items	On Boarding	Face-to-face CMDB document
Requesting the addition of Supported Item resources	On Boarding	Face-to-face CMDB document
Disaster Recovery and Business Continuity design and process	On Boarding	Face-to-face CMDB document
Solution design documentation for Supported Items	First 3 months of BAU	CMDB document
Solution configuration documentation for Supported Items	First 3 months of BAU	CMDB document
Solution testing documentation for Supported Items	First 3 months of BAU	CMDB document

Accountabilities and Responsibilities

RACI

A responsibility assignment (RACI) matrix showing whether Exponential-e, the Customer or any relevant third parties are Responsible, Accountable, Consulted or Informed in respect of a particular aspect will be drawn up to ensure a joint understanding. The RACI is bespoke to the Customer, is formalised during the On Boarding phase, and is documented in the CMDB.

The following table details who is responsible for high level ITIL-level RACI activities for the Microsoft 365 User Managed Enhanced Operational Management Level. Some activities are shared between Exponential-e and the Customer, where the Customer will be responsible for activities such as raising or approving change requests. Specific details are documented within the CMDB.

ITIL Process	Exponential-e	Microsoft	Customer
Asset Management	RA	Not Applicable	CI
Change Management	RA	C	RACI
Configuration Management	RA	C	CI
Event Management	RA	RAC	CI

Incident Management	RA	RAC	RACI
Patch Management	RA	RA	CI
Release Management	RA	RA	CI
Request Management	RA	RAC	RACI

The Customer is responsible for all RACI activities for areas that Exponential-e is not responsible for. During the On Boarding activity the Customer shall identify key internal and 3rd line primary and back-up contacts to the Service Desk and promptly inform the Service Desk of any changes during the term of the Contract.

Service Requests

Service Requests are requested changes to a Supported Item or a request for an operational task made by the Customer. When the Customer submits a Service Request for a Supported Item, Exponential-e will review the request and if it is required Exponential-e will work with Microsoft to attempt to resolve the request.

All Service Requests will be reviewed, verified and are subject to approval by Exponential-e, and Exponential-e will confirm if additional charges apply. Additional charges will only apply to the extent that such Service Request do not fall within the scope of this Enhanced Operational Management Level as set out herein.

Service Requests will be carried out by Exponential-e during Normal Working Hours. Should the Customer request that they be carried out outside of Normal Business Hours, additional charges in accordance with Exponential-e's then-current Professional Services rates may apply.