



STATEMENT OF WORK - Service Description

Managed Desktop

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1 Scope of services

Atos is a recognized global leader in Digital Workplace Services with more than 3.2 million managed devices and 45 million resolved incidents.

Atos has reviewed the specifications of GTA GETS requirements. As a result, we've carefully designed a custom solution that addresses the requirements and objectives today. Atos as part of the Managed Desktop solution have included the remote Desktop support and Help and Interaction services

To provide GTA GETS with a highly effective and efficient IT service desk, Atos has designed a delivery model—illustrated in Fig 1—based on end-to-end service support for end-user incident, service level, and change management. Our service desk solution aligns with industry best practices defined by the Information Technology Infrastructure Library® (ITIL) and the Help Desk Institute (HDI). The service desk provides a front-end, single point of contact for end users to report incidents or request service. Key functions of the service desk include incident logging, management, and resolution; service request coordination; and client advocacy.

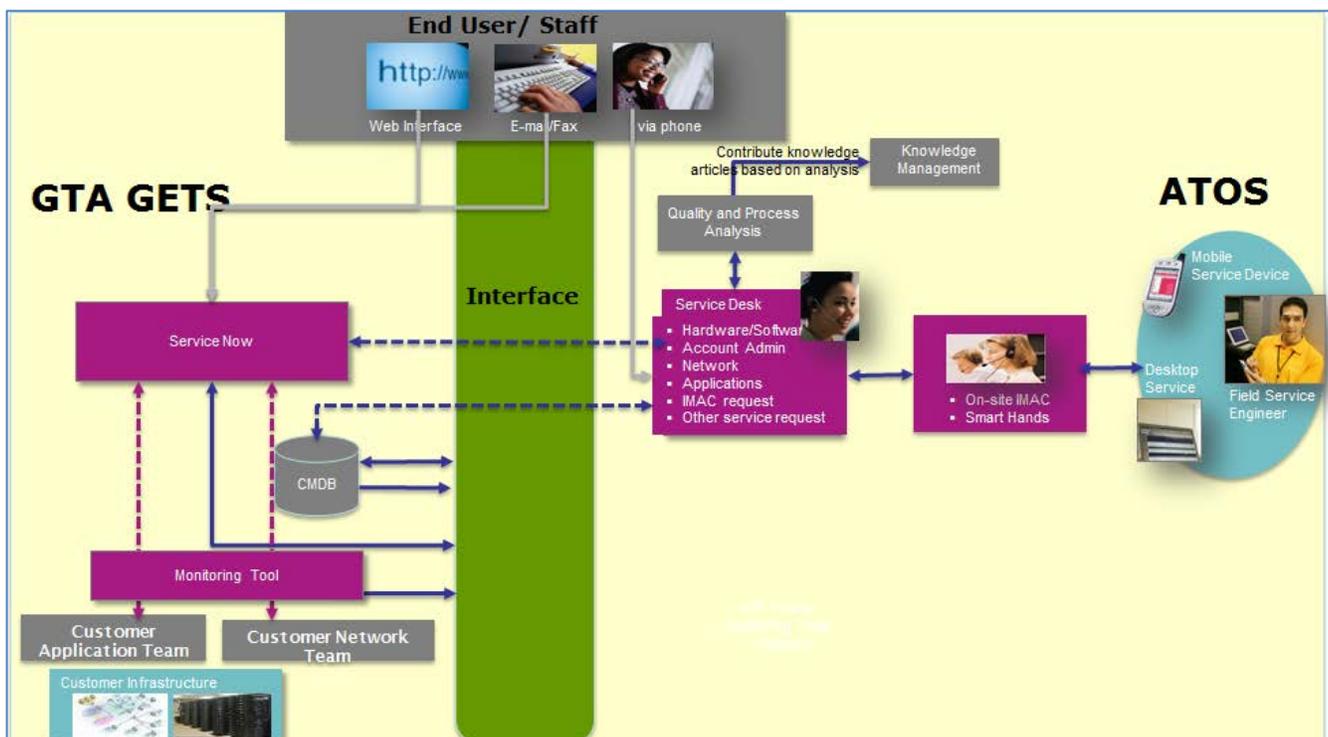


Figure 1—Atos Service Desk Delivery Model

From an ITIL Change and Release Management perspective, GTA GETS and Atos will work together to ensure that the service desk is informed of all major changes that may affect the knowledgebase and/or procedures for resolution. Atos expects that prior to the release of any new technology initiative into the production environment, we will have the opportunity to validate and test new knowledge articles along with training for the service desk and the user population to validate support readiness. As part of our overall quality and continuous improvement, GTA GETS and Atos will work closely together to seek ways to align our approach on an ongoing basis as new technologies and methods are adapted. Below figure states the process flow followed by service desk

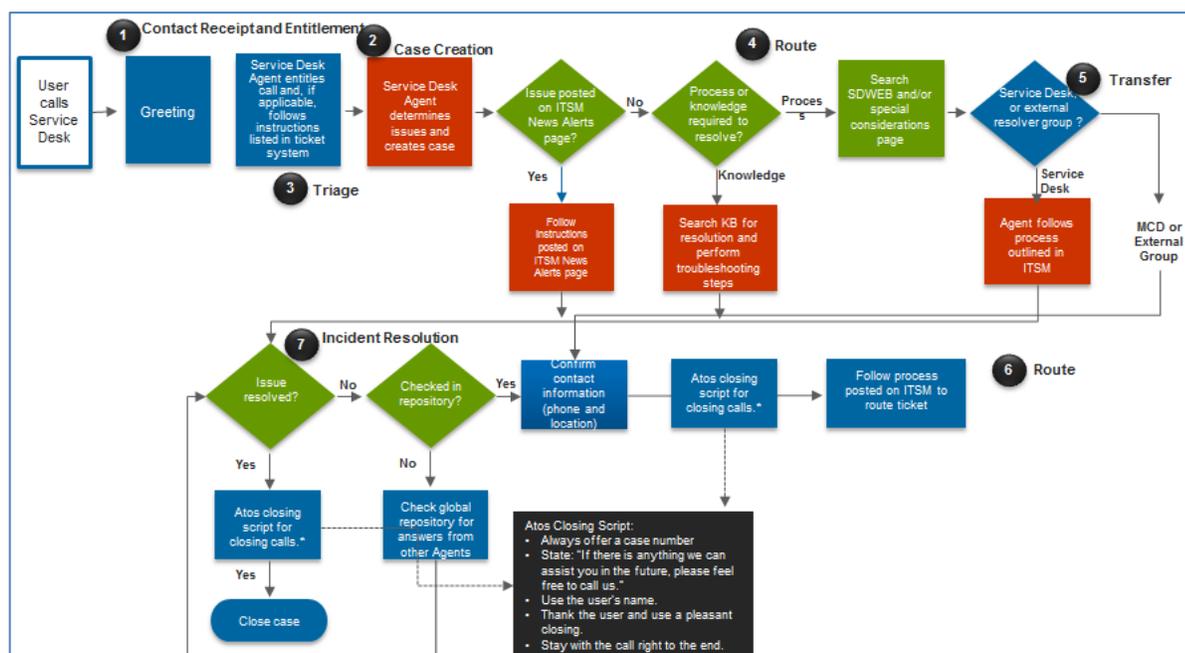


Figure 2—Atos Service Desk Workflow

1.1 Operational Approach

Atos is committed to delivering best-in-class service management capabilities to our clients through our expertise in Managed desktop services. The service delivery so that our clients can benefit from standardization, an ITIL V3-capable solution, and advanced service management capabilities, such as Business Service Management (BSM), automation capabilities, and process integration automation. Atos Service Desk analysts take ownership of and provide dedication to each call, offering our clients one of the most dependable, effective enterprise service desks in the industry. We've established a tiered staffing model and provide the support levels described in the following sections to ensure that calls are handled promptly and effectively.

1.1.1 Level 0

We'll support a Level 0 self-service service desk environment by managing GTA GETS's tools and making them available to the associate community. These tools optimize resources in the environment, such as staffing and associate non-productive time, thus empowering associates to resolve problems quickly and efficiently. Self-help tools will enable our shift-left support strategy for the following reasons:

- Shift the burden of support toward lower-cost support groups
- Reduce service desk staffing
- Reduce hold times
- Faster problem diagnosis
- Empower associates

Self-help tools will encourage associates to manage their own resources, thereby creating a more productive environment and empowering your associates to become more fluent in problem research and resolution.

We'll

continually strive to educate associates on self-help techniques and help them find answers to common questions or requests.

1.1.2 Level 1

Level 1 is a single point of contact for the associate to the service desk, which creates a problem management ticket to register the call and the issue(s). Level 1 personnel are client service-oriented and have a broad range of enterprise operating environment knowledge. These individuals can escalate to the appropriate Level 2 resource if necessary. Certain technical skills are established throughout daily operations and collective service desk employment experience. This enables Level 1 analysts to retain a good knowledge of GTA GETS-specific software applications and operating environments. Authorized associates and VIPs will all receive a tailored response from our service desk analysts designed to address the caller based on their background and anticipated requirements. Level 1 service desk employees have the following direct responsibilities:

- Receive calls from associates
- Create and close problem management tickets
- Resolve technical issues to the best of their ability using remote management tools
- Assist associates with Level 0 issues
- Escalate unresolved problems to Level 2 or Level 3 personnel promptly
- Maintain a single point of contact to the associate
- Track and monitor a ticket to closure in a closed-loop process

1.1.3 Remote Control Center (RCC)

Remote Control Center (RCC) is an end-user computing extension to the Level 1 service desk; RCC personnel sit in the same location as Level 1 service desk analysts. The RCC's sole function is to empower our shift-left support strategy by moving as much support service as possible from Level 2/Level 3 and resolve at the service desk through remote control. Level 1 service desk analysts perform remote control resolution when there is a potential for resolution within a short time frame. Where a remote resolution possibility may take more than a few minutes to resolve, the GTA GETS associate will be transferred to the RCC to improve our First Call Resolution and the associate's experience.

When an end user is able to get a resolution to his or her problem or request within a reasonable time frame without having to dispatch a local technician, we've seen a distinct improvement in customer satisfaction and adoption of self-service. We'll inform and train GTA GETS associates in ways they can research and resolve their own problems. We'll work with GTA GETS to establish opportunities for innovation to further exploit the shift-left strategy by introducing Wikis and virtual chat. This strategy has proven very effective and has gained wide acceptance from many of our large international clients.

1.1.4 Remote Support

Remote support will be provided from our RCCs in USA . The RCC is staffed 24x7 and will be the first point of escalation if Level 1 personnel are unable to resolve a ticket. The net result is more time for GTA GETS associates to spend serving your guests and focusing on GTA GETS's business requirements. The features of remote support include the following:

- Remote control of PCs and Macs
- Engineer-generated sessions, but user-initiated connection
- Email or PIN session commencement
- End-to-end encryption

-
- Reduction of time to resolution
 - Higher technician ticket closure rate than an onsite technician
 - Reduction of deskside visits
 - More tickets handled by lower-cost resources

1.1.5 Level 2

Level 2 groups consist of personnel with specialized hardware, software, and application technical expertise. After diagnosing and resolving a problem, the resolution information is documented in the ticket. Level 2 groups can be Atos internal support teams (Managed client device team), client application support groups, or third-party providers. Atos Service Desk is the central collection point for Level 2 support, inquiries, problem reporting, and requests for services related to the whole spectrum of GTA GETS's IT support services. Level 2 support personnel have the following direct responsibilities:

- Receive escalated trouble tickets from Level 1
- Create, update and close problem management tickets
- Resolve technical issues and fulfill requests within specified time frames
- Research resolutions using web searches, vendor websites, peer-to-peer interaction, problem management knowledgebase, and Level 3 support
- Escalate unresolved problems to Level 3 personnel
- Use remote desktop tools to resolve problems

1.2 Managed Desktop

1.2.1 Description

Executive Summary

Atos is a comprehensive IT services provider who can provide any services that state and local entities need, from Mainframe to High Performance Computing. Atos has extensive experience in similar environments to yours and delivers with a "service Beyond Reason" mentality.

Government Expertise

With more than \$13 billion in annual revenue, Atos provides IT services across the spectrum of technology with a **company focus in the State & Local and Public Sector** based on the following highlights:

- 11,000+ business technologists focused on delivering public sector projects and solutions
- More than 22 percent of total revenues coming from work for central, regional, and local governments
- 40 years' experience of designing and delivering public sector projects



Experience in transitioning large, complex state and local governments, such as the State of Texas, from existing incumbent providers, including the provision of the future today via our Atos government cloud

framework, allowing ultimate flexibility and services choice for state agencies, local governments and educational institutions.

Provision of services to 11 states and similar state agencies as those running on the GTA mainframe

Service Beyond Reason

Atos' foremost objective is to ensure **we exceed expectations and fulfill our client's vision**. With **one of the highest contract renewal rates in the industry**, Atos lives and breathes a "**Client for Life**" approach for our clients.

What is Service Beyond Reason? It means understanding your goals and your needs and managing the services to those as opposed to a contract. It means over-communicating and going the extra mile to be sure we deliver for you and for your clients as well. Service Beyond Reason is not measured via SLAs or KPIs but purely via the satisfaction of our clients as communicated daily, weekly and monthly.



Being the **best in providing public sector services** to states, cities, and counties, no other company has the proven experience, capabilities, and happy clients like Atos, we are **bringing our best to you!** We look forward to meeting with you and working together to ensure your ongoing success.

The Managed Desktop service consists of:

- ▶ Remotely configuring and managing physical client devices
- ▶ Supporting and maintaining the necessary enabling infrastructure
- ▶ Managing the required settings and policies used to configure a device and operating system, in an enterprise setting
- ▶ Delivering all necessary updates to the operating system
- ▶ Maintaining a basic asset database

Managed Desktop manages the installation, maintenance, and support of the following three (3) configurations (each configuration builds on the previous one):

- ▶ Fully managed zero or thin client
- ▶ Fully managed OSX client
- ▶ Fully managed Windows client

Remote distribution of packaged basic and Customer-specific application software is out of scope,

The following mandatory services must be provided to deliver the Managed Desktop service for all three (3) configurations:

- ▶ Provided and paid for by the Customer, or
- ▶ The following Atos's services' SOWs must also be purchased from Atos and paid for by the Customer, and priced into the solution:
 - Active Directory Services
 - Endpoint Protection Service
 - Help and Interaction Center Services (formerly Service Desk)
 - Managed Windows Server
 - Storage and Data Protection (formerly Managed Application Storage)
 - User Application Management
 - Workplace Files & Folders

The following optional services may be provided to deliver the Managed Desktop service for all three (3) configurations:

- ▶ Provided and paid for by the Customer, or
- ▶ The following Atos's services' SOWs may be purchased from Atos and paid for by the Customer, and priced into the solution:

- IT Asset Management (one or more of the following)
 - Hardware Asset Management
 - Software Asset Management

1.2.2 Fully managed zero or thin client

Fully managed zero or thin client is a virtual workplace, with various platforms, managed via vendor tools and/or SCCM.

Fully managed zero or thin client consists of the following components:

- ▶ Standard image
- ▶ Client deployment
- ▶ Client environment
- ▶ Hardware certification
- ▶ OS patch management
- ▶ Device management

1.2.2.1 Standard image

Standard image defines the load set, which contains the core, pre-staged applications, with the operating system.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 1 Standard image responsibility matrix

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 1. | Define the load set, which contains the core, pre-staged applications, such as the operating system. | X | |
| 2. | Define with the Customer, the core applications to be installed on each client device within the Customer's environment. This definition has the following steps: <ul style="list-style-type: none"> ▶ Define the operating system containing service packs/feature updates and hot fixes ▶ Define the software applications for initial installation, such as necessary application hot fixes and multiple language interface packages (if necessary) ▶ Define named applications ▶ Define procedures for integrating standard design details and integration rules into Customer's environment (e.g. patch and driver management, UCMS) | X | |
| 3. | Define with Atos, the Customer's core applications, to be installed on each client device within the Customer's environment, with these steps. Define: <ul style="list-style-type: none"> ▶ The operating system (OS) containing service packs/feature updates and hot fixes ▶ The software applications for initial installation, such as necessary application hot fixes and multiple language interface packages (if necessary) ▶ Named applications ▶ Procedures for integrating standard design details and integration rules into Customer's environment (e.g. patch and driver management, UCMS) | | X |
| 4. | Define with Atos, the Customer's required security settings, to be configured on each client device within the Customer's environment. | | X |
| 5. | The following occasions may direct the need for a new gold build image: | X | |

| No. | Task | Atos | Customer |
|-----|--|------|----------|
| | <ul style="list-style-type: none"> ▶ Adding a new named application in the image ▶ Upgrading a named application, within the image, to a new version ▶ Speeding up the configuration process, when the number of fixes and patches subsequently applied has become unwieldy and slow ▶ Where a change of operating system and/or architecture (x86 to x64) is required ▶ In exceptional circumstances, hardware certification may require a change to the image | | |
| 6. | Provide new images, on an agreed to, periodic basis: <ul style="list-style-type: none"> ▶ The default is one (1) per year per OS | X | |
| 7. | When the new image is made available, use it as a basis for the following situations: <ul style="list-style-type: none"> ▶ New client device installations ▶ Re-installations of client devices, as part of incident resolution | X | |

1.2.2.2 Client deployment

Client deployment covers the deployment of the client device images, used as the basic building block in configuring a standard client device.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 2 Client deployment responsibility matrix

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 1. | Produce a Customer client image, as part of the initial migration, through workplace transformation service, as a basis for configuring all standard client devices. | X | |
| 2. | When new client devices are connected to the infrastructure, install the initial gold build image, followed by device-specific drivers and applications, named applications, OS and application patches, defined settings and policies. | X | |
| 3. | Validate that new client devices fully comply with security settings, as agreed with Customer prior to deployment. | X | |

1.2.2.3 Client environment

Client environment addresses the default settings, group policy settings/preferences and the default OS configuration.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 3 Client environment responsibility matrix

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 1. | Provide a client environment to cover the default settings, group policy settings/preferences, and the default OS configuration. | X | |
| 2. | Provide a user and client management service toolkit to achieve the most common requirements not easily met by existing Microsoft technologies. | X | |
| 3. | Provide a predefined standard group policy set. | X | |
| 4. | Agree to any changes and additional settings/policies/preferences required. | | X |

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 5. | Agree to and configure the changes and additional settings/policies/preferences required. | X | |

1.2.2.4 Hardware certification

Atos shall provide a single-image client deployment methodology on which the device drivers are automatically selected and inserted into the image during the deployment phase to support all agreed computer device types.

Hardware certification is mandatory and facilitates introducing a new hardware type (client devices) into the Customer's environment and to make sure the drivers are available.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 4 Hardware certification responsibility matrix

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 1. | Provide list of hardware to be certified by Atos. | | X |
| 2. | Provide test hardware (client devices) for each listed make and model to Atos for the purposes of testing, as part of hardware certification process. | | X |
| 3. | Select the correct drivers for the device and its functionality. | X | |
| 4. | Incorporate the selected drivers into the load set configuration via a driver pack. | X | |
| 5. | Conduct operational and functional tests in a test environment. | X | |
| 6. | Update the Customer client hardware catalog (if applicable). | X | |
| 7. | Return test hardware (client devices) to the Customer, following the hardware certification process. | X | |

1.2.2.5 OS patch management

Atos shall monitor the availability of fixes and patches for the client devices' operating system. Microsoft OS service pack and feature updates are part of this service.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 5 OS patch management responsibility matrix

| No. | Task | Atos | Customer |
|-----|--|------|----------|
| 1. | Appoint at least one (1) key end user to take part in the user acceptance testing (if required). | | X |
| 2. | Define with the Customer the servicing rings required for Windows 10 feature updates and the client devices that will be allocated to each ring. | X | |
| 3. | Define with Atos the servicing rings required for Windows 10 feature updates and the client devices that will be allocated to each ring. | | X |
| 4. | Monitor the availability of fixes and patches for the client devices' operating system (such as Microsoft OS service pack/feature updates). | X | |
| 5. | Test updates on a reference device within the Customer environment. | X | |
| 6. | Validate test results and approve distribution of updates to all client devices. | | X |
| 7. | Distribute updates to all client devices. | X | |

1.2.2.6 Device management

Basic device management capabilities are provided.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 6 Device management responsibility matrix

| No. | Task | Atos | Customer |
|-----|--|------|----------|
| 1. | Manage basic hardware inventory: ▶ Capture basic hardware information in a central database | X | |
| 2. | Manage thin client device inventory, configuration, and image management. | X | |

1.2.2.7 User data – centralized

The standard approach within Managed Desktop to end user data is to centralize all end user data in the data center (home drives, roaming profiles, (where used) and shared folders) via the Workplace File & Folders service.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 7 User data – centralized responsibility matrix

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 1. | For Windows devices, implement the service using Microsoft Windows features, in conjunction with the following client environment group policy settings: ▶ Folder redirection ▶ Offline files ▶ Background synchronization ▶ Branch cache | X | |
| 2. | For OSX devices, validate that they can access the centralized Workplace File & Folders service. | X | |
| 3. | Provide a quality WAN connection with sufficient bandwidth and low latency between the end user's office and the data center. | | X |

1.2.2.8 User data – local data

User data – local data is used for situations where user data - centralized cannot be adopted. In this case, all the end user data remains on the local device, and backup of the end user data (files) on that device is required.

Backup of end user data can be achieved using a cloud-based service. If a cloud-based service is not suitable for the Customer, then an on-premise solution will be used.

User data – local data will provide a backup of selected folders on the end user device by synchronizing the content with a central repository held in the data center, whether the device is on the corporate network or the internet, making use of client-side de-duplication and compression to minimize the amount of data sent over the network.

The central repository itself will be subject to standard hosting and backup processes.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 8 User data – local data responsibility matrix

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 1. | Define default locations to be part of the backup set, usually located in My Documents on Windows devices. | | X |
| 2. | Define devices/users to be in-scope. | | X |
| 3. | Purchase Cloud Enterprise Backup or provide a separate on-premise/cloud-based backup solution to cover in-scope users and projected data volumes. | | X |
| 4. | Install and configure purchased backup solution on in-scope devices. | X | |

1.2.2.9 Customer data

To effect resolutions to some Customer-specific applications/environments (i.e. local policies, site requirements, infrastructure), Atos shall require knowledge data in electronic form, to assist with the resolution/completion of the incident/request.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 9 Customer data responsibility matrix

| No. | Task | Atos | Customer |
|-----|--|------|----------|
| 1. | Provide Atos access to any Customer documents required to assist with incident/problem/request resolution. | | X |
| 2. | Provision any application-specific accounts required to assist with incident/problem/request resolution. | | X |

1.2.3 Fully managed Windows client

Fully managed Windows client is the classic workplace, for Windows 7 or above, on x86 or x64 physical or virtual hardware, with its own storage capacity, and where applications, based on each end user role, can be run.

Fully managed Windows client consists of the following components:

- ▶ All of the components in the fully managed zero or thin client and the fully managed OSX client configurations, plus
- ▶ User profiles – local
- ▶ Client deployment – OEM factory integration
- ▶ User profiles – roaming

1.2.3.1 User profiles - local

End user profiles within Windows contain relevant end user client environment settings and application settings.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 10 User profiles - local responsibility matrix

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 1. | Configure local profiles for all end users. | X | |

1.2.3.2 Client deployment – OEM factory integration

The standard client deployment toolkit provides the option to create a hard disk image that can be pre-loaded by hardware vendors at their factories.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 11 Client deployment - OEM factory integration responsibility matrix

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 1. | Create a HDD image for OEM duplication. | X | |
| 2. | Supply the HDD image to the OEM. | X | |
| 3. | Receive test devices from the OEM. | X | |
| 4. | Confirm the procurement and image load process is successful. | X | |

1.2.3.3

User profiles – roaming

Traditionally, roaming profiles shall be used to address the situation, where an end user has no assigned device or frequently uses different devices to work from. This approach has its limitations and issues — Microsoft-developed end user environment virtualization, as an alternative.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 12 User profiles - roaming responsibility matrix

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 1. | Define the types of end users who will require roaming profiles. ▶ Where an end user does not have an assigned device and possibly logs onto any available device, a roaming profile may be used | X | |
| 2. | Identify the end users who will require roaming profiles. ▶ Where an end user does not have an assigned device and possibly logs onto any available device, a roaming profile may be used | | X |
| 3. | Set up roaming profiles. | X | |
| 4. | Define the types of end users who will require enhanced profiles. | X | |
| 5. | Identify the end users who will require enhanced profiles. | | X |
| 6. | Provide the required Microsoft Software Assurance and MDOP software licenses needed to deliver the solution. | | X |

2 Service levels and service requests

2.1 Managed Desktop service levels and service requests

2.1.1 Service availability

The following service availability will be provided with this service.

Table 13 Service availability

| Value | | Object or service availability |
|-----------------------------|---|--------------------------------|
| | | Set 1 |
| Service availability window | 5 days, 10 hours (business days) 08:00–18:00 | 95% |
| Maintenance window | Business days, 18:00 – 08:00 next day | X |
| | Twice a year, Saturday 08:00 - Sunday 24:00 | X |

2.1.2 Support availability

The following support availability will be provided with this service.

Table 14 Support availability

| Value | |
|--|-------|
| Support availability window | |
| 5 days 10 hours (business days) 08:00–18:00 | Set 1 |
| Incident handling window | |
| Priority 1: 5 days, 16 hours: business days, 07:00 – 23:00 Priority 2, 3, or 4: 5 days, 9 hours: business days, 08:30 – 17:30 Priority 5: no level applies | Set 1 |
| Standard change handling window | |
| 5 days 10 hours (business days) 08:00–18:00 | Set 1 |
| Support language(s) | |
| English | X |

2.1.3 Additional service levels/KPIs

For all service levels specified, unless indicated otherwise, service level measuring and reporting is a part of the service. The measurement period for service level reporting is one (1) month (specific dates as defined by the [Master Services Agreement \(MSA\)](#) and the SOW).

The following additional service levels/KPIs will be provided with this service.

Table 15 Additional service levels/KPIs

| Name | Description | Level/value |
|--|---|-----------------------------------|
| Client deployment availability | Service availability for the Client Deployment Toolkit (Microsoft Deployment Toolkit/WDS) and Casper Suite Imaging Servers. | 95% |
| Client management availability | Service availability for the System Center Configuration Manager component from the User Application Management service, VMware Horizon Mirage and Casper Suite Management Servers. | 95% |
| Thin client device management availability | Service availability for the thin client device management component. | 95% |
| Client OS patch compliance | Percentage of clients reporting all authorized patches installed. For example: at a desired configuration. | 90% within ten (10) business days |
| Resolution time – hardware certification | Time taken to create and test a driver pack for new hardware. Measured from reception of hardware by Atos's team. | Less than ten (10) business days |

2.1.4

Standard reports

The following standard reports will be provided with this service.

Table 16 Standard reports

| Report name | Description | Reporting period |
|--|---|------------------|
| Client deployment availability | Service availability for the Client Deployment Toolkit (Microsoft Deployment Toolkit/WDS) and Casper Suite Imaging Servers. | Monthly |
| Client management availability | Service Availability for the System Center Configuration Manager component from the User Application Management service, VMware Horizon Mirage and Casper Suite Management Servers. | Monthly |
| Thin client device management availability | Service availability for the thin client device management component | Monthly |
| Client OS patch compliance | Percentage of clients reporting all authorized patches installed. For example: At a desired configuration | Monthly |
| Resolution time – hardware certification | Time taken to create and test a driver pack for new hardware. Measured from reception of hardware by Atos's team. | Quarterly |
| Windows logon time (Windows 7) | Average time taken from the CTRL+ALT+DEL screen until the end user desktop is visible and an application can be launched (IE desktop is usable). | Quarterly |
| Windows logon time (Windows 8.x/10) | Average time taken from the CTRL+ALT+DEL screen until the end user desktop is visible and an application can be launched (IE desktop is usable). | Quarterly |
| Application launch time | Average time taken to launch Microsoft Word 2016 (or above) on an end user device. | Quarterly |
| File open time | Average time taken to open a 10MB Microsoft Word document stored in an end users local drive. | Quarterly |

2.1.5 Standard service requests

The following standard service requests will be provided with this service.

Table 17 Standard service requests

| Service request name | Description |
|-----------------------------------|--|
| Reactivate workstation | Reactivate one or more deactivated workstations. The systems will be enabled within Active Directory Services. After reactivation you should reinstall the system. |
| Deactivate workstation | Deactivate one or more existing workstations. The systems will be disabled within Active Directory Services. |
| New hardware validation | Request new device types to be validated and included in your service and hardware basket. All devices must have a validated driver pack created to provide stability and supportability. Devices without a validated driver pack will be rejected during the client deployment process. |
| Order local administrator rights | Request local administrator rights for one or more users' accounts on a client workstation. |
| Cancel local administrator rights | Revoke the local administrator rights for one or more user accounts from a client workstation. |

2.2 Help and Interaction Center Services

2.2.1 Description

Help and Interaction Center Services:

- ▶ Provides to end users and IT owners, a single point of contact (SPOC) for the in-scope IT services
- ▶ Provides user support, aligned with the ITIL® recommendations to support contacts (all end user interactions), such as: incidents, problems, or service requests, and user management requests
- ▶ May deal with contacts, by:
 - Providing self-service functionalities or other contact channels
 - Passing the contact to a referral group for resolution
 - Atos attempting to resolve the incident, problem, or service request, before passing the contact to a referral group
- ▶ Provides the following contact channels an end user might choose and consists of:
 - Help and Interaction Center Services online: providing self-help contact channels via a web portal, such as for service requests, service incidents, knowledge- and self-help management
 - Help and Interaction Center Services live: all channels, where a support agent is interacting with the end user, in real-time and online, such as online web chat, social support or traditional channels, such as phone and email (in GETS GTA we will be leveraging the customer toolset)

Help and Interaction Center Services consist of the following components:

- ▶ Contact platform
- ▶ Generic knowledge management
- ▶ End user satisfaction
- ▶ Quality management/continuous improvement
- ▶ Live: online chat contact channel

- ▶ Live: email contact channel
- ▶ Live: phone contact channel
- ▶ Live: remote support
- ▶ Live: standard support

2.2.2 Contact platform

Contact platform provides an entry point for the contact channels and the required source data, for reporting and planning.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 15 Contact platform responsibility matrix

| No. | Task | Atos | Customer |
|-----|--|------|----------|
| 1. | Provide entry points for the contact channels. | | X |
| 2. | Provide and maintain accurate end user data needed for end user recognition via contact channels. | | X |
| 3. | Provide data for reporting and planning. | X | |
| 4. | Procure that the end users are required to use the defined unique identifier (e.g. phone number), for all contacts to Atos, in order to automate the end user recognition process. | | X |

2.2.3 Generic knowledge management

Generic knowledge management creates, maintains, and distributes reusable knowledge for Atos's internal operations.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 16 Generic knowledge management responsibility matrix

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 1. | Capture knowledge, according to the global, local, and account-specific processes. | X | |
| 2. | Reuse existing knowledge to provide support. | X | |
| 3. | Validate content maintenance, relative to the Service, and belonging to Atos. | X | |
| 4. | Coordinate processes, and the knowledge management to fulfill the service levels. | X | |
| 5. | Provide Atos with access to the Customer's or Customer's vendor's knowledge content. | | X |
| 6. | Maintain the Customer's or Customer's vendor's knowledge content, and provide knowledge management to Atos. | | X |
| 7. | Provide Atos personnel to perform the knowledge content transfer into the generic knowledge management system. | X | |
| 8. | Provide Customer personnel to perform the knowledge content transfer into Atos's generic knowledge management system. | | X |
| 9. | Validate that the Customer's content/information is maintained securely. | X | |
| 10. | Provide content transfer activities. | X | |

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 11. | Support automated content transfer activities. | | X |
| 12. | Inform Atos, when internal Customer processes or services are changing. | | X |

2.2.4 End user satisfaction

End user satisfaction measures the degree of end user satisfaction with the in-scope services.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 17 End user satisfaction responsibility matrix

| No. | Task | Atos | Customer |
|-----|--|------|----------|
| 1. | Develop and provide satisfaction surveys for the service event contacts. | X | |
| 2. | Provide content recommendations support to help Atos develop the survey. | | X |
| 3. | Provide satisfaction surveys to the end users through pre-defined channels (e.g. phone, email, web, etc.). | X | |
| 4. | Conduct end user surveys using Atos's survey process. | X | |
| 5. | Work with the Customer to remove invalid or nonconstructive feedback from the survey. | X | |
| 6. | Work with Atos to remove invalid or nonconstructive feedback from the survey. | | X |
| 7. | Report the final survey results to the Customer, within the agreed timeframe. | X | |

2.2.5 Quality management/continuous improvement

Quality management and continuous improvement reviews and monitors the service's operational aspects to validate:

- ▶ The quality improvements
- ▶ There is sufficient staffing and resources in place, to meet the agreed to service levels

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 18 Quality management/continuous improvement responsibility matrix

| No. | Task | Atos | Customer |
|-----|--|------|----------|
| 1. | Monitor and analyze incoming phone calls handled by Help and Interaction Center Services, based on Atos's internal quality rules. | X | |
| 2. | Monitor and analyze the tickets documented by the Help and Interaction Center Services, based on Atos's internal quality rules. | X | |
| 3. | Organize feedback sessions for Atos's agents to address and monitor improvement areas. | X | |
| 4. | Perform ticket trend monitoring assigned to the Help and Interaction Center Services, covering ticket backlogs, on-hold tickets, incorrect ticket assignments, and tickets, which should have been resolved by the Help and Interaction Center Services first level support. | X | |

| No. | Task | Atos | Customer |
|-----|--|------|----------|
| 5. | Organize and conduct internal knowledge tests, covering general and Customer-specific knowledge. | X | |
| 6. | Conduct end user survey analysis, regarding the Help and Interaction Center Services. | X | |
| 7. | Cooperate with the operation team, to continuously improve the service quality. | X | |
| 8. | Provide security regulations, regarding call and ticket monitoring, based on local law and the Customer's regulations. | | X |
| 9. | Provide input for quality monitoring, where a Customer-owned ticketing system is used. | | X |
| 10. | Provide quality analyst personnel, based on Atos's internal global capacity ratio. | X | |

2.2.6 Live: online chat contact channel

Live: online chat contact channel provides web chat and instant messaging capabilities that can be used by the Customer to contact Atos.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 19 Live: online chat contact channel responsibility matrix

| No. | Task | Atos | Customer |
|-----|--|------|----------|
| 1. | Provide online chat functions to receive and manage contacts for the Services aligned to the ITIL recommendations, and in accordance with the Help and Interaction Center Services service levels. | | X |
| 2. | Manage incoming online chats, for non-critical and non-service requests | X | |

2.2.7 Live: email contact channel

Live: email contact channel provides the entry channel for all kinds of request via email.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 20 Live: email contact channel responsibility matrix

| No. | Task | Atos | Customer |
|-----|--|------|----------|
| 1. | Provide email functions to receive and manage contacts for the services aligned to the ITIL recommendations, and in accordance with the Help and Interaction Center Services service levels. | | X |
| 2. | Manage the Help and Interaction Center Services mailbox to enable responses to emails for non-critical and non-service requests | X | |

2.2.8 Live: phone contact channel

Live: phone contact channel provides the entry channel for all kinds of request via the phone.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 21 Live: phone contact channel responsibility matrix

| No. | Task | Atos | Customer |
|-----|---|------|----------|
| 1. | Provide telephone functions to receive and manage contacts for the services aligned to the ITIL recommendations, and in accordance with the Help and Interaction Center Services service levels relating. | | X |
| 2. | Manage the telephone system to enable responses to phone calls, according to the Help and Interaction Center Services | X | |
| 3. | Provide a unique phone number for in-country calls. | | X |
| 4. | Maintain the interactive voice response system. | | X |

2.2.9 Live: remote support

Live: remote support provides help, through a Atos agent, who connects remotely to the end user's system.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 22 Live: remote support responsibility matrix

| No. | Task | Atos | Customer |
|-----|--|------|----------|
| 1. | Provide remote support to end users, through remote assistance software, if incoming calls or requests cannot be solved via other defined channels. | X | |
| 2. | Require end users, to allow remote access through remote assistance software. | | X |
| 3. | Protect company-sensitive information before end user remote access is allowed. | | X |
| 4. | Provide advanced, remote support to end users through remote assistance software, even if the operating system has failed or no hard drive is present. | X | |
| 5. | Require end users to allow advanced, remote access through remote assistance software. | | X |
| 6. | Provide infrastructure, required to activate and integrate the needed technology for advanced, remote support. | | X |
| 7. | Activate needed technology, for advanced, remote support on in-scope workstations. | X | |
| 8. | Activate needed technology, for advanced, remote support on in-scope workstations. | | X |
| 9. | Atos is in charge for end user workstations. | X | |
| 10. | Support remote assistance software | | X |
| 11. | Provide security requirements for remote access. | | X |
| 12. | Comply with security requirements for remote access. | X | |

2.2.10 Live: standard support

Live: standard support provides high rates of first contact resolution, through the contact channels, and full incident management and problem detection, by trained Atos groups focusing on specialized technologies.

The Customer and Atos shall comply with the responsibilities, as set out in the following table.

Table 23 Live: standard support responsibility matrix

| No. | Task | Atos | Customer |
|-----|--|------|----------|
| 1. | Support the Customer's proprietary applications, based on the information provided, such as supporting troubleshooting/how-to's or logging and routing, based on the supported application(s) | X | |
| 2. | Notify Atos of new software, new releases, or major enhancements to the supported, proprietary applications, or changes in the technical environment, sixty (60) days prior to release, unless additional staffing is required, in which case, it may take up to ninety (90) days, depending on the Customer's current level of staffing. | | X |
| 3. | In situations, where the Customer provides to Atos updates or change information, which impacts the services, in a shorter time period (less than sixty (60) days prior to release, or up to ninety (90) days, when additional staffing is required), Atos shall make commercially reasonable efforts to assist the Customer. However, Atos shall not be responsible for adversely affected service obligations. | X | |
| 4. | Provide additional incident diagnosis to the standard support functions. | X | |
| 5. | Resolve incidents within the service levels for the in-scope hardware and software | X | |
| 6. | Provide functional support on in-scope software and hardware | X | |
| 7. | Execute service requests remotely, within the agreed to scope, for the service levels | X | |
| 8. | Provide the Customer's information management, policies, and procedures documentation. | | X |
| 9. | Add Customer's information, management policies, and procedures to Atos's operational documentation. | X | |
| 10. | Provide Help and Interaction Center Services with the current Customer's PC base images for reference. | | X |
| 11. | Log, entitle, and assign responsibility for the operational incidents pertaining to calls, handled by Atos, and submitted through the formal incident management process, or as identified during random Customer satisfaction surveys. | X | |
| 12. | Engage the incident management process, as defined in Atos operational documentation, developed for the Customer. | X | |
| 13. | Notify the Customer and Atos management of the incident status, until the incident is resolved or a workaround has been provided to the end user's satisfaction. | X | |
| 14. | Continuously provide training for Atos's support personnel on proprietary applications, and the Customer's IT environment. | | X |
| 15. | When an end user is not successful using the online features (online: portal management, shop management, automated password reset, self-help, or self-healing), Atos will provide support. | X | |

2.3 Help and Interaction Center Services service levels and standard service requests

2.3.1 Service availability

The following service availability will be provided with this service.

Table 24 Service availability

| Description | | Set 1 |
|-----------------------------|---|-------|
| Service availability window | 5 days, 10 hours, business days | |
| | 5 days, 24 hours, business days | |
| | 7 days, 24 hours (all days), 24 hours a day | 99.8% |
| Maintenance window | Business days, 18:00 – 08:00, next day | X |

2.3.2 Support availability

The following support availability will be provided with this service.

Table 25 Support availability

| Value | |
|--|--------|
| Support availability window | |
| 5 days 10 hours (business days) 08:00–18:00 | ► Set1 |
| Incident handling window | |
| Priority 1: 7 days, 24 hours (all days) 24 hours a day Priority 2, 3, 4 or 5: 5 days, 9 hours: business days, 08:30 – 17:30 | ► Set1 |
| Standard change handling window | |
| 5 days 10 hours (business days) 08:00–18:00 | ► Set1 |
| Support language(s) | |
| English | X |

3 Appendix A: Volumes and Assumptions

3.1 Minimum Volumes

The following table lists the Managed Desktop minimum volumes required to obtain the published pricing.

Table 18 - initial baseline volumes – Managed Desktop

| Quantity | Driver |
|----------|----------------------------------|
| 500 | EUC Device |
| 417 | Service Desk volumes(per month) |

3.2 Assumptions

- ▶ Atos to leverage customer Asset management tools and Discovery tools
- ▶ Atos to leverage customer SCCM tool
- ▶ Onsite support not considered , will be charged to customer on dispatch model once location is known.
- ▶ Only Hardware Asset Management & Software Asset Management is in scope.
- ▶ CMDB and all CIs are configured with relationship for Asset management purpose.
- ▶ Only electronic discovery of Hardware Assets is in scope. No physical wall to wall discovery of assets is included.
- ▶ Any image redesign required due to OS change or major upgrade will be considered a separate project
- ▶ 2 Windows Images (Windows 7 & Windows 10)