Schedule document

Managed Desktop Service

PUBLIC
Node4 limited
01/06/2024

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This schedule contains additional terms and conditions, service description and service levels applicable to the Managed Desktop Service and should be viewed with associated Order Form, Node4's General Terms and Conditions and the Acceptable Use Policy.

1.   Overview

Managed Desktop Service provides a managed support wrap for Desktop Devices and the users that operate them.

The solution offers Client a fully scalable user based computing model and different options in terms of supplied applications, security and support.

2.   Definitions

"Additional Terms" means this Schedule 2 forming part of the Master Agreement, which describes the Products and/ or Services to be provided and the relevant service levels;

"Application Software Subscriptions" means a current subscription service between the Client and the application vendor for on-going access to software updates, patches and vendor support. Subscriptions may be indirectly billed by Node4 or directly billed by the application vendor.

"Desktop Device" means a Client Owned Personal Computer such as a Laptop or Desktop running the Microsoft Windows 10 Enterprise Operating System or later Node4 approved version.

"Desktop Device Image" means a prepared operating system image for the purpose of imaging new or replacement Desktop Devices to a known and agreed standard. An image will contain the agreed applications and support tools required by the User and Service Desk to deliver the services. Where multiple models of devices are in use more than one image may be required.

"Desktop Device Stock" means a limited stock of pre-imaged Client owned Desktop Devices held by Node4 at their premises for the purpose of expedient

replacement of failed or unresponsive Desktop Devices.

"Hardware Warranty" means a contractual agreement or service pack between Client and Original Equipment Manufacturer (OEM) Vendor (i.e. Dell / Lenovo) for the repair or replacement of physical device hardware should it fail.

"Monthly Review Period" means the calendar monthly periods commencing on the 1st of each month during the Term, over which Service performance measurements are calculated, provided that the first Monthly Review Period will commence when the implementation of such Product or Service is completed by Node4 and such Product or Service is available for use by the Client;

"Non-Service Affecting Incident" means a Incident or condition which is not a Service Affecting Incident.

"On-Boarding" means services provided by the Node4 Service Readiness Team to bring Desktop Devices and Users into support. This involves the imaging of or deployment of agents to Desktop Devices and setup of Users on service desk tools and instruction on how to access support.

"Planned Outage" means proactive work required to maintain the service provided, Node4 may with reasonable notice require a temporary outage in service. Wherever possible Node4 will agree the outage with the Client in advance of the required work. Any planned downtime shall not be included in Incident or service reliability measurements.

"Service Affecting Incident" means any failure of Node4 service, which, in our reasonable opinion causes a loss of a Client's service. In all such cases the service shall be deemed unavailable and the length of downtime recorded by Node4 from when the Incident is registered by Node4 and a Service Ticket allocated.

"Service Availability" means the time for which a Node4 service is usable, expressed as a percentage of the total time in a given service measurement period. The Node4 service shall be deemed available for the purposes of calculating Service Availability if it is not usable due to an event outside our reasonable control, a Client Responsible

Incident, a Third Party Attributable Incident or is due to a Planned Outage.

"Service Desk" means the single point of entry for all Service Tickets and Service Requests which can be accessed over the phone, by email or via our portal.

"Service Request" means a request for a change for information

"Service Ticket" means the tickets which are raised in relation to Incident or Service Request **"User"** means an authorised employee, contractor or agent of the Client who has access to the Service Desk for the support of their Client owned Desktop Device or Devices.

"Vendor" means a third party original equipment manufacturer that builds, supplies and provides warranty support on Desktop Device Hardware

3. Specific terms

3.1 Client data
The Client acknowledges that it is the owner of all data, text, sound, video, images and software (excluding that provided by Node4 and included on the Order Form) on the Desktop Devices, and any backup or storage of it.

3.2 Application licencing
The Client is responsible for ensuring Desktop Machines are appropriately licensed.

4. Fees

Fees will commence when the implementation of such Product or Service is completed by Node4 and such Product or Service is available for use by the Client, Fees may comprise any or all of the following aspects.

4.1 On-boarding fees
Any applicable installation or set-up Fees as detailed on the Order Form.

Required On-Boarding Fees

- Preparation of Desktop Devices Image/s or survey of existing Desktop Device estate for agent deployment.

- Imaging of or agent installation on all supported Desktop Devices at Node4 Premises. – Client to receive Desktop Devices by Courier and self-deploy at deskside.

Optional On-Boarding Fees

- Service Readiness - Onsite Imaging of Desktop Devices
- Service Readiness - Onsite deskside deployment of Desktop Devices
- Service Readiness - Floorwalking Support by Onsite engineers post Desktop Device roll-out

4.2 Rental fees
Rental Fees are paid either monthly or annually in advance based on the options taken and any other related service and are identified on the Order Form.

4.3 Licensing fees
Licensing Fees in addition to those defined on the Order Form, which are activated directly by the Client or due to increased usage will be invoiced the month following identification.

Any increases to License fees from third parties will be passed directly to the Client on the next invoice.

Client can use their own Application licences where supported by a valid End User licensing agreement (EULA) from the relevant vendor and verified by Node4.

Application Software Subscriptions for any applications in use within the Desktop Image

4.4 Professional service fees
Additional tasks undertaken at the request of the Client by Node4 personnel, will be charged at rates agreed between the parties in advance.

5. General provision of services

5.1 N4Cloud server environment dependencies
Key features required for the correct and best practice support of Desktop Devices are dependent on virtual servers that run on N4Cloud. These cloud servers and the services they host will be quoted at the time your Managed Desktop Support contract is taken out and cannot be ceased while the service is in place.

Example Key Dependent Services:

- Active Directory Services (Local)
- Azure Replicated Active Directory Services
- Single Sign On (SSO)
- User Self Service Password Reset
- Multi Factor Authentication
- Mobile Device Management

5.2 Managed desktop service users and devices

Support services will be provided based on eligibility of the user and the device that is experiencing the issue.

User Schedule:

Users that have a live Active Directory account on the Client domain shall be considered eligible for support unless otherwise agreed. The Active Directory User database will therefore form the User Schedule. Client must update Supplier on starters and leavers through the Service Desk.

It is Client's responsibility to ensure any new Users are provided with details on how to access support.

Device Schedule:

Only Devices On-Boarded in the Managed Desktop Support service and listed by serial number on the Device Schedule within the Node4 Client Management Database (CMDB) will be eligible for support. To remain eligible for support the Device Image cannot be altered or replaced without prior agreement.

Additional users & devices will require a new order to be signed and a request for change to be created by Client on the Service Desk.

5.3 Image requirements

The following minimum prerequisites are required in relation to the Managed Desktop as a Service

- End-user Desktop Device if not provided by Node4 running windows 10 Enterprise with up to date patching.
- Device Security Technology to include Anti-Virus, & Encryption
- Node4 Supplied Remote Access Support tools

5.4 Node4 supplied monitoring & patching hardware equipment

The Client may supply Desktop Device hardware providing it meets the agreed standard or purchase it from Node4.

Unless otherwise agreed all Hardware under support must be:

- of a Tier One Vendor (i.e. HP, Dell, Lenovo etc…)
- within the Vendor warranty period
- supported to run Windows 10 Enterprise or later
- and no older than 5 (five) years.

5.5 Hardware or hardware related failure

In the event of in scope hardware failure, the Node4 Service Desk will manage the remediation with the vendor hardware warranty support service.

Vendor Support may in certain circumstances require that the User talks with them directly or on a conference call with the Node4 Service Desk Engineer present in support.

Where hardware warranty is not in place on the desktop device the Service Desk will pass the Service Ticket to the Client account manager to arrange a quotation for replacement hardware or Break Fix work outside of this service.

5.6 Desktop device stock & swap service

If specified on the Order Form:

An optional service can be offered to store a limited quantity of Client owned Desktop Devices at a Node4 storage facility. These devices will be pre-imaged and packaged as fast replacement for failed Desktop Devices at Client Premises or User Home office for couriering to users.

Please note that this service attracts a charge for each swap out and is only available in the UK and subject to courier delivery capability in remote areas.

5.7 Desktop environment

The following aspects are included in the Desktop as a Service

The Desktop Device Image will include as standard the following:

- Microsoft Windows Operating System (Windows 10 Enterprise or later)
- EndPoint Security Services including Encryption
- Internet Browser (Internet explorer)
- Office 365 - Microsoft Office Suite, Outlook, Excel, PowerPoint and Word.
- Node4 Support Tools for Applying critical and important security patches to the above Applications and Operating Systems
- Implementation of automated patching as per agreed schedule

If specified on the Order Form following options can be included:

- CITRIX Client
- Additional Microsoft applications where available on the Microsoft CSP licensing program.
- Cisco Jabber Collaboration software (VOIP System & Softphone)
- Bespoke applications installation
- Advanced Encryption Technology
- Mobile Device Management Technology
- Webex Meeting Centre (named user)

Any Client specific requirements for the environment or support responsibilities for third party applications will be specified on the Order Form.

5.8   Administration
The following aspects are included:

- New Starter
- Leaver
- Password Reset
- Change to access policies
- Remote Wipe of Desktop Device (if feature is available)
- Changes to Group Policies or User Rights

5.9   Service desk support
The Node4 Service Desk will take support phone calls, tickets or emails directly from Client End User and managed to resolution within the Service Desk system.

5.10 Maintenance windows
Where Node4 plans to perform essential works and the changes are service affecting, Node4 will use reasonable endeavours to perform such works between the hours of 00:00 and 04:00 and will use reasonable endeavours to give the Client at least five

(5) days prior notice for network related work and at least ten (10) days prior notice for Infrastructure related work. In the event of an emergency or Service Affecting Incident such notice may be less than 24 hours. This is without prejudice to or limitation of the definition of Planned Outage.

5.11 Updates and patching
Unless otherwise agreed Microsoft operating system and application patching will be carried out in line with the Default Node4 Patching Schedule.

Unless otherwise agreed Third Party Applications will be patched only on Client or application vendor request via the Node4 service desk.

5.12 Excluded from service
The following aspects are excluded from the service:

- Support for End user hardware unless listed on the Device Schedule.
- Support of Client specific applications installed on the image
- Support for the Upgrade and Patching of Client specific Applications
- Operating System / Application Version Upgrades. (i.e. upgrading from Win10 to Win11 is excluded).
- Data stored on and or recovery of data from Desktop Devices.

5.13 Third parties
Node4 shall not be liable in respect of any contract, agreement or relationship that Client may have with any third party. If a dispute arises between Client and a third party involving Node4's Service, Node4 shall provide the Client with reasonable information and assistance (to the extent that such is not adverse to Node4's interests to Client (at Client's expense) in the resolution of such dispute.

6. Asset Management

6.1   General
If defined on the Order Form Node4 asset management service captures and updates key information about managed devices into a CMDB portal, assigns a unique asset number from the service tag and provides reporting via a Client accessible online portal and as part of the existing scheduled service reviews.

6.2 Asset entity definition and data

Assets which can be included are defined as either Online or Offline

Online Asset – an asset that can have an agent installed / respond to polling (laptop, desktop, etc) - Data is updated at point the agent is polled or checks in, most recent data is therefore at the point the devices was last seen online. The following online assets can be included

- Desktop
- Laptop
- Thin Client

For online assets the following information will be captured

Online asset data Fields
Date Purchased
Vendor Serial #
Warranty or Support Subscription
Warranty or Support Expiry
Asset Tag (Physical)
Client Acc #
Registered User / Stock Location
Previous Registered Users
User Profiles Present
Accountable Manager
Last Audited Date
Registered Location of Asset
Installed Operating System
Patch Status
Last Seen - When
Last Seen - Where
Repair History
Parent/Child Relationships
MAC Address
Device Name

Offline Asset – a 'dumb' asset that cannot have an agent installed (licence / projector / peripherals etc). Data is updated manually at point of change. The following offline assets can be included

- License
- Handset
- Video Conferencing Equipment
- Printer
- Projector
- Keyboard
- Mouse

- Headsets
- cases

For offline assets the following information will be captured

Offline asset data fields
Date Purchased
Vendor Serial #
Warranty or Support Subscription
Warranty or Support Expiry
Asset Tag (Physical)
Client Acc #
Registered User / Stock Location
Previous Registered Users
User Profiles Present
Accountable Manager
Last Audited Date
Registered Location of Asset
Installed Operating System
Last Seen - Where
Repair History
Parent/Child Relationships
MAC Address
Device Name

6.3 Asset tags

If defined on the Order Form Node4 will provide tamper proof asset management stickers which include a barcode and unique identifier.

A service for applying the tags to devices is available on request at an additional cost.

6.4 Reporting

Reports will be included in any existing scheduled service reviews.

A portal is provided with read only access for the Client with the ability to produce summary reports of the assets being managed. Access to the portal is optionally secured using Single Sign On (SSO) authentication, (SSO service available separately).

6.5 Online asset service dependencies

The asset management services are depended upon installation of endpoint agent by Node4 enabling OS reporting, patching status, last seen etc.

7. Incident management

7.1 Incident handling
Incidents are handled as outlined as outlined in Node4's Incident Management Schedule Document.

7.2 Hours of support
The following table details the different Support Hours relating to the support hours defined on the Order Form. (if not specified on the Order Form Bronze level support, is provided as standard on the Managed Desktop Service).

Support Hours	
Bronze	Standard business hours support 9am to 5.30pm week days, excluding bank and national holidays
Silver	Support hours between 7am and 7pm weekdays, excluding bank and national holidays
Silver Plus	Priority 1 and 2 - Support hours between 7am and 7pm 7-days a week, including bank and national holidays, excluding Christmas day, Boxing day and new year's day Priority 3,4 and Service Request - Support hours between 7am and 7pm weekdays, excluding bank and national holidays
Gold	Priority 1 and 2 - Support hours 24/7 Priority 3,4 and Service Request - Support hours between 7am and 7pm weekdays, excluding bank and national holidays

7.3 Incident priority
Each new Incident will be assigned a priority level by the Service Desk based on the following definitions. These levels allow us to prioritise resources and escalate where appropriate.

Priority	Description
1 - Critical	A major Incident resulting in total loss of service.
2 - High	A major Incident resulting in a severe service degradation or loss of service to a significant percentage of users.
3 - Medium	A minor Incident resulting in a limited or degraded service or a single end user unable to work.
4 - Low	General, single user with degraded service, non-service affecting support.
5 - Service Request	Request for a change to an existing service or system, a request for information or simple questionnaire to be completed.

7.4 Time to repair
Node4 aims to respond, update and resolve requests in relation to the Desktop Device within the following times:

Priority	P1	P2	P3	P4	Change
Response / Acknowledgement	30 Mins	1 Hour	2 Hours	4 Hours	12 Hours
Commencement	1 Hour	2 Hours	4 Hours	N/A	N/A
Frequency of Updates	1 Hour	2 Hours	12 hours if Resolve / Target to Fix exceeded		
Resolve / Target to Fix	4 Hours	8 Hours	12 Hours	36 Hours	60 Hours

Resolution times in the table above do not apply where there is a Client Responsible Incident, a Third Party Attributable Incidents or events outside Node4's reasonable control, any incidents including these aspects will be excluded from reporting provided.

Please note that a Managed Desktop Service Incident affecting a less than 5 users is categorised at Priority 3.

All priority 1 & 2 Incidents should be raised via the Service Desk by a phone call. Should a priority 1 or 2 incident be raised via the portal or e-mail, the Client is required to follow this up with a corresponding phone call to enable work to commence immediately on the issue.

* Acknowledgement refers to an automated service which generates a response and alerts engineers of a service failure; or where there is dialogue between the client and the engineer.

7.5 Incident duration

All Incident recorded by the Node4 monitoring system will be reconciled against the corresponding Service Ticket raised by the Service Desk. The exact Incident duration will be calculated as the elapsed time between the Service Ticket being opened and the time when Service is restored.

8. Service Credits

8.1 Incident resolution

Calculated as the total number of closed Service Tickets during a month which were resolved within the time to resolve divided by the closed Service Tickets that month with the result expressed as a percentage. (A minimum of 10 Closed Incidents are required during the month for service credits to be applicable)

Successful Incident Resolution during Monthly Review Period	Service Credit as a Percentage of the monthly fees for Managed Desktop Service
80% or above	N/A
<80% - 70%	5%
Less than 70%	10%

8.2 Service desk speed of answer

Calculated as the total number of calls to the Service Desk during a month for which the calls were answered within 30 seconds during the service hours, divided by the total calls to the Service Desk that month with the result expressed as a percentage. (A minimum of 10 calls during the month for Service Credits to be applicable)

Successful Service Desk Speed of Answer during Monthly Review Period	Service Credit as a Percentage of the monthly fees for Managed Desktop Service
80% or above	N/A
<80% - 70%	5%
Less than 70%	10%

8.3 Calculation of Service Credits

Where a Monthly Review Period incorporates part of a month, any service credit will apply to a pro-rated monthly Rental Charge.

Service credits will be calculated monthly, aggregated and credited to the Client on a quarterly basis.

If a Service is cancelled during a Monthly Review Period, no service credit will be payable in respect of that circuit for that Monthly Review Period.

The Client must claim any service credit due to a failure to meet the Service Levels, in writing, within twenty one (21) Business Days of the date at which the Client could reasonably be expected to become aware of such failure, otherwise no service credits shall be payable. The Client shall not be entitled to any service credits in respect of a claim unless and until Node4 has received notice of the claim in writing in accordance with the above. Should Node4 require additional information from the Client, the Client shall assist, and shall not be entitled to any service credits until Node4 has received all the information it has reasonably requested.

8.4 Exclusions to Payment of Service Credits

Without prejudice to or limitation of the definition of Service Availability, service credits will not be payable by Node4 to the Client in relation to the Service Availability for Incidents or disruptions to the Services caused by any of the following:

- The Incident, action or negligence of the Client, its employees, agents or contractors;
- The Client failing to comply with the provisions of the Agreement;
- An Incident in, or any other problem associated with, equipment connected on the Client's side of the Node4 Network termination point, except where such Incident or problem is directly caused by

the Incident, action or negligence of Node4, its employees, agents or contractors;

- Any event described in Clause 10 (Force Majeure) of Node4's Terms and Conditions;
- Any Planned Outage.

Service credits are not applicable for more than one breach of any targets outlined in this document arising from the same occurrence.