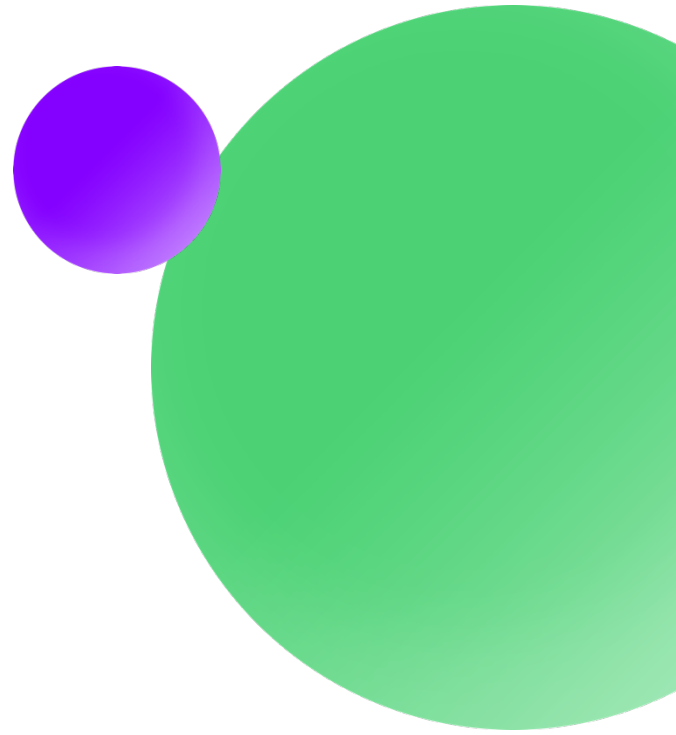


wortell



Service Description Work

24 november 2021

Work

Service Description

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1 Preface

1.1 Constantly evolving

Microsoft 365 is a service from Microsoft that is constantly evolving. We are therefore constantly adapting our services to the services of Microsoft 365. As a result, we may have to adjust our service description during the period that we provide our services to you. Our starting point is that we will always offer a service that remains at least the same or offers the same experience.

1.2 References

1.2.1 Quote

This document is underpinning in the agreement between Wortell and your organization. The modules included in the quotation that Wortell has issued are part of the scope of the service. Modules from the Service Description that are not mentioned in the quotation are not part of the service. Additional modules can be added via your Account Manager, who will issue an additional quotation for this.

2 Work

Work is a secure, managed and automated cloud platform based on Microsoft 365. Work is accessible from a mobile, fixed or virtual device, and includes the basic provision of digital identities and secure user authentication.

Work can be supplemented with additional modules, which provide the most common functions of a workplace. These include making your applications available and updating them, supplying physical devices such as laptops and smartphones, and providing end-user support.

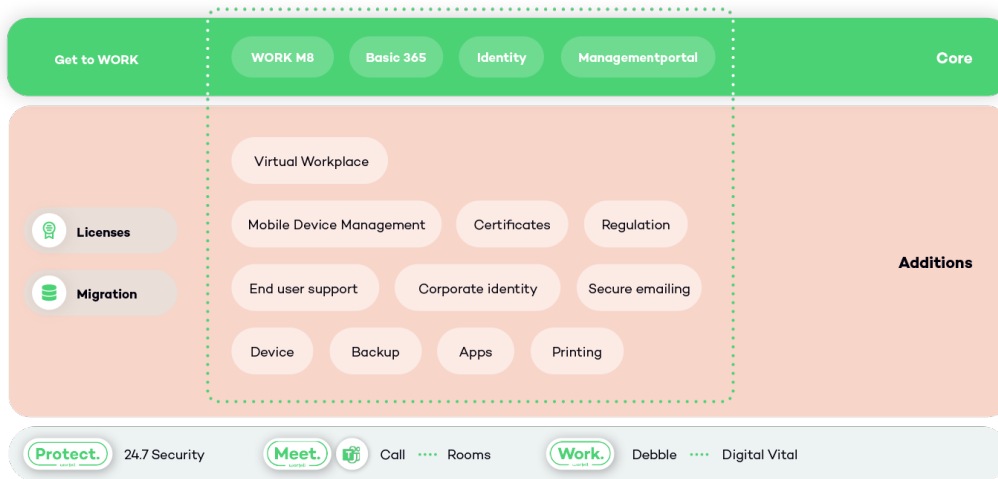
Work is highly automated, so the workplace is always up-to-date, and integrates seamlessly with other Wortell services such as Debble, Protect and Teams Calling. In addition, Work enables healthcare institutions and government authorities to be compliant with current legislation and regulations.

Work offers the choice of Windows 10 and MacOS. Work can be used in existing environments or as a new environment.

What is not included in Work:

- *Network and connectivity adjustments at your location(s)*
- *Functional design of Microsoft 365*
- *Functional application management*
- *Supporting Identity providers other than Azure Active Directory and Identity tooling other than the Work standard*
- *Setting up, managing and securing platforms other than Microsoft 365 (so no support on Google or Amazon, however we will include the supporting platforms used by our modules).*

Work consists of a number of components:



Core*

- Work M8
- Basic 365
- Identity
- Management portal

Additions**

- Device
- Virtual Desktop
- Printing
- Backup
- Applications
- Secure emailing
- Mobile Device Management
- Regulation
- Certificates
- Corporate identity
- End user support

* Always form part of the service. The activities for MacOS management only if this is explicitly stated in the price quote (Apple Workspace Management).

** Optional modules that only apply if they have been purchased (listed separately in the quotation).

There are also one-off components such as drawing up a transition plan (*Get to Work*) and carrying out a *migration* from the existing situation to *Work*. These are not described in this Service Description.

3 Work M8

Work M8 is an *automation engine* developed by Wortell. Work M8 takes care of the entire initial configuration of the cloud platform. Work M8 then coordinates the management and service tasks required to keep the environment up to date and to enable change and recovery tasks.

3.1 What does the Work M8 module do for you?

- Initial configuration of Work and the various modules that are purchased in the Microsoft 365 environment of the customer.
- Perform management tasks as described in the various modules in this document
- Making changes
- Monitor the environment and correct any deviations WorkM8 detects from the established configuration
- Product billing

3.2 What does the Work M8 module not do?

- Execute non-standard changes. These are requested through the regular change process and are then implemented as a Change, based on subsequent calculation.
- Troubleshooting
- Cleaning up existing (historic) environments

3.3 Added value

- The Work configuration of the cloud environment is always up-to-date
- Managed execution of authorized changes to avoid unexpected disruptions due to configuration changes.
- Increasing consistency of quality and availability of the environment

3.4 Pricing

- Fixed part of the monthly price per employee.
- Surcharge for using MacOS, per device.
- Surcharge for (non-)standard changes via Wortell Services

4 Basic 365

We provide the basic configuration to get started with Microsoft 365.

4.1 What does the 'Basic 365' module do for you?

In accordance with the high- and low-level design drawn up by Wortell, setting up and keeping up to date of:

- Basic configuration of Microsoft 365 Tenant
- Basic configuration Conditional Access
- Basic configuration Exchange Online
- Basic configuration Defender
- Basic configuration Teams
- Basic configuration of OneDrive for Business
- Basic configuration of Endpoint Manager
- Autopilot basic configuration
- Permission group naming conventions and configuration policies
- Making the Microsoft 365 Apps, Intune Company Portal, Microsoft Authenticator (on iOS and Android) and the Microsoft Defender for Endpoint client available on Windows 10.

4.2 What does the 'Basic 365' module not do?

- Functional configuration
- SharePoint configuration (extra charge via Debble)
- All other 365 configuration and customer-specific requirements (surcharge)
- Corporate Identity (additional cost via the Corporate Identity module)
- Migrations (surcharge)

4.3 Added value

- A uniform, secure base
- Ready for migration
- Ready for the rollout of physical devices

4.4 Pricing

Price per employee per month.

4.5 Licences

The following licenses are required for support, depending on the user profile:

- Microsoft 365 F3 + Defender for Endpoint + Defender for Office 365
- Microsoft Business Premium + Defender for Endpoint + Windows 10 E3 (<300 users)

- Microsoft 365 E3 + Defender for Endpoint + Defender for Office 365 plan 1
- Microsoft 365 E5

5 Identity

The 'Identity' module provides a central system for the unequivocal entry and management of digital identities and the allocation of roles, functionalities and authorizations.

5.1 What does the 'Identity' module do for you?

- Assign and track Azure Active Directory users, groups, and permissions
- Establishing and maintaining an emergency access procedure (including a so-called *break glass account*)
- Setting up *privileged identity* for admin roles
- Offering password recovery functionality
- Make Multi Factor Authentication Available
- Configuring Password Protection
- Naming convention for login accounts, roles and permission groups

5.2 What does the 'Identity' module not do?

- Interface with or setup of Active Directory (surcharge)
- Interface (es) with or setting up processes linked to another system, such as an HR or ERP application (extra cost)
- Linking physical security keys (surcharge)
- Microsoft Authenticator App set up on phone (surcharge)

5.3 Added value

- Unambiguous setup and management of digital identity
- Increased protection for login accounts
- The first step to signing in without a password

5.4 Pricing

- Price per employee per month
- Surcharge per interface to an authorized source system, one-time and a monthly surcharge per interface.

5.5 Licenses

This functionality is part of the licenses mentioned below, every user must have one of these, the exact choice depends on the chosen profile.

- Microsoft 365 E5
- Microsoft E5 Security
- Microsoft F5 Security
- Azure Active Directory Premium Plan 2

6 Management portal

A web portal for *key users** where management tasks concerning identity management, such as password recovery and on-boarding / off-boarding processes can be viewed and executed.

*The group of *key users* has extra permissions compared to end users. They can perform specific tasks in the management portal.

6.1 What can you do with the 'Management Portal' module?

- Key users can create and manage users and groups
- Upscaling and downscaling Microsoft licenses purchased via the CSP program in case Wortell is the CSP partner
- Notifications when on or off boarding
- Resetting Passwords
- Assign apps to users
- Mailbox management
- Resetting a user's MFA settings so that they can go through the process again, for example in the case of a new phone number
- Import the hash file of new Windows 10 devices for the purpose of starting the rewinding process of Autopilot
- Gain insight into the compliance status of devices in use by an employee
- Remote blocking and/or deleting of a device, e.g. in case of loss or theft
- Insights in the Teams, Owners and Members of Microsoft Teams

6.2 What does the 'Management Portal' module not do?

- Making a mobile app available. The functionality is only available as a (mobile) webpage.
- Linking source systems (surcharge)
- Self-service tasks other than managing digital identities and managed devices
- Management and monitoring of the required Azure infrastructure (additional cost)
- Implementing changes in the target system via an intermediate process or system. This is because changes are implemented directly in the target system from the submission via the Management Portal. Technical jargon: there is no *metaverse*.
- Create and manage Microsoft Teams (additional cost via Debble Teams Governance)
- Wortell does not manually perform the tasks that you can perform via the Management Portal for you. You perform these tasks yourself in the Management Portal and do not submit them to Wortell as a separate change request.

6.3 Added value

- Independently perform common mutations to accounts and groups.

- Assign applications to users yourself.
- Being *in* control.

6.4 Pricing

- Price per employee per month.

7 Apps

Central system to easily make apps available on Windows 10 and update them periodically.

7.1 What does the Apps module do for you?

- Availability of thousands of apps from a list compiled by Wortell
- Making new versions of applications available through the Apps Module
- Apps are available from a folder in the Start Menu and the Wortell App Launcher.
- Apps should be made available in the most suitable form per device (for example: the local Outlook app should be started on the user's own workstation; the webmail should be started on a temporary or shared workstation).
- Employees will only see the apps they are entitled to based on the AAD groups they have been added to.

7.2 What does the module 'Apps' not do?

- Making apps available on macOS.
- Apps on Azure Virtual Desktop, Citrix, RDS or similar solutions (additional cost via the Virtual Desktop module).
- Apps that are technically not well packaged with MSIX
- Make apps available on mobile devices (additional cost via the Mobile Device Management module).
- Management of the underlying databases and infrastructure of the apps
- Packaging of company-specific apps and updating them on request (additional cost).
- Make apps available on SharePoint (additional cost via module Debble).
- Proactively identify important new versions of company-specific apps.
- Providing the necessary software licenses for the apps.

7.3 Added value

- Central application management.
- Have your own App Store as an organization.
- Apps are regularly provided with the latest security updates.
- Easier to switch between different environments in migration projects.

7.4 Pricing

- Surcharge on the monthly price per employee for all apps from the Wortell App Store.
- Surcharge per company specific app.

8 Print

Centralized home and office printing from Windows 10, MacOS and supported mobile devices (iOS and Android). Offers features like *follow-me printing* and *secure printing*.

8.1 What does the 'Printing' module do for you?

- Possibility to print
- Retrieve printouts from any managed printer (*follow-me printing*).
- Secure print jobs (*secure release*).

8.2 What does the 'Print' module not do?

- Print from mobile devices (surcharge via the Mobile Device Management module).
- Customize printers or associated network configuration, as well as the replacement of its parts including cartridges.
- Setting up gateway and associated equipment (additional cost per location).
- Offer extensive printer-specific settings via *follow-me printing*.
- Support for printers not included in the supported printers list (see Appendix).

8.3 Added value

- Ability to print
- Protect sensitive information by sending print jobs securely.

8.4 Pricing

- Price per employee per month.
- Additional cost per location (for the gateway).
- One-time additional charge for initial setup.
- One-time surcharge for each new printer to be set up.

9 Backup

A recovery option for data from Exchange Online, SharePoint Online, OneDrive for Business and Microsoft Teams.

9.1 What does the 'Backup' module do for you?

- Create a copy of data from Exchange Online, SharePoint Online, OneDrive for Business and Microsoft Teams on predefined schedules.
- Unlimited storage in Microsoft Azure.
- Check if the backup is active and take mitigating measures if necessary.
- Monthly reports are made available and discussed.
- Perform a quarterly restore test based on a predefined data set.

9.2 What does the 'Backup' module not do?

- Handling and resolving individual reports or errors in the backup. As a customer, you will gain insight and control over this so you can take action where necessary.
- Storing of backup data in local data center (surcharge).
- Securing data from other types of sources.
- Safeguard locally saved data on Windows 10 and macOS (except data synced with OneDrive for Business).
- Restore of items data on request (surcharge)

9.3 Added value

- Copy of own data.
- Demonstrable copy of cloud data in a local data center (to comply with regulations).

9.4 Pricing

- Price per employee per month.
- Surcharge per TB of storage purchased from data center (in case of choice for own data center instead of cloud storage).
- Additional cost for restore (per hour)

10 Device

Via a lease construction or one-off purchase, having a device at your disposal that seamlessly connects to the Work service. When you switch on the device, it is provided with the correct settings and security so that you, as an employee, can get to work straightaway. Physical devices are only delivered in the Netherlands and Belgium.

10.1 What does the 'Device' module do for you?

- Delivery to home or business address.
- Provides a supported device, then meets the minimum requirements of Work.
- Repair of defects within the warranty period.
- Exchange of defective delivered devices.
- Possibility to purchase corresponding peripherals.
- Ability to order your own equipment through the myWortell app in Microsoft Teams.

10.2 What does the 'Device' module not do?

- Deliveries outside the Netherlands and Belgium. On request and at an additional cost this is possible. We note that there may be a restriction on some countries.
- Delivery of equipment that is not on our order list.
- User support during commissioning (surcharge).
- Loaner device during repair period.
- Lease relationship with Wortell (runs through supplier).
- In the case of leasing: guarantee that the equipment will continue to meet Work's minimum requirements in terms of specifications for the duration of the lease.

10.3 Added value

- One supply chain partner for workstation (device and software).
- Immediately the right settings for commissioning.
- Shift to operating expenses (OPEX vs CAPEX) through lease construction.

10.4 Pricing

- Per device one-off or lease per month, for a period of 3 years.
- Delivery and support of devices outside the Netherlands and Belgium on the basis of an estimate.
- Monthly surcharge per device to manage the device lifecycle

11 Corporate identity

Add organization-specific logos, colors, desktop background, email signature to Work.

11.1 What does the 'Corporate Identity' module do for you?

- Automatically add a signature under email from Outlook.
- Login windows, the web version of Microsoft 365 and the Administration Portal show logo, background image and colors where possible.
- App Launcher displays logo, background image and colors.
- Windows 10 workstations display a custom login window, a custom desktop image, and matching colors.

11.2 What does the 'Corporate Identity' module not do?

- Creation of e-mail templates.
- When purchasing the Device module: adjust packaging to organization-specific Corporate Identity style.
- On MacOS, offer different desktop images, logos and colors.
- On MacOS offer a custom App Launcher.

11.3 Added Value

- Increased recognition of the workplace environment.
- Easier to contact employees, thanks to contact details at the bottom of the email.
- Employees have easy access to all professional-looking communication.

11.4 Pricing

- Additional monthly price per employee.

12 Secure mailing

Demonstrated ability to exchange digital e-mail messages in accordance with NTA 7516.

12.1 What does the 'Secure Mailing' module do for you?

- Expand Exchange Online with a transport link to the secure mail environment.
- View and respond to messages via a web portal.
- Verification of the recipient is done via a temporary code, which is sent by SMS.
- Verification information is entered at the time of transmission, without requiring an add-in.
- Setting up and maintaining infrastructural preconditions such as DNS records.
- Activating and setting up Microsoft Information Protection, only meant in combination with e-mail.

12.2 What does the 'Secure Mailing' module not do?

- Automatic recognition of sensitive document content (surcharge).

12.3 Added value

- (Partially) implemented 'controls' from BIO and NEN7510
- A setup system to be able to facilitate protection of sensitive information.
- Unified user experience on Windows 10, MacOS, iOS, Android and web.

12.4 Pricing

- Monthly price per employee.
- Automatic recognition and protection of sensitive document contents at extra cost.

12.5 Required Licenses

- F5 Security & Compliance (Add-on per user, for Microsoft 365 F3)
- E5 Compliance (Add-on per user, for Microsoft 365 E3)
- Microsoft 365 E5

13 Certificates

Provides trusted digital certificates from a private cloud-based certificate authority.

13.1 What does the 'Certificates' module do for you?

- Provides a private Certificate Authority in Microsoft Azure.
- Provides an interface to Microsoft Endpoint Manager for distribution of certificates to Windows 10 workstations.
- Ability to provide transparent access (no logon prompts) to your wireless networks based on certificates (WPA2/3 Enterprise).
- Enables communication of (supported) network devices based on the Online Certificate Status Protocol (OCSP).
- Offers the possibility to provide hybrid environments (where login is still primarily done using Active Directory) with a digital certificate login.
- Manage Azure Key Vault environment for secure storage of certificates in the cloud.

13.2 What does the 'Certificates' module not do?

- Modifications to network infrastructure, including Wi-Fi access points.
- Replacement of network infrastructure.
- Distribute certificates to macOS-based workstations or mobile devices.
- Communication via RADIUS (surcharge)

13.3 Added value

- Concrete step towards login without password.
- Robust protection of wireless networks.

13.4 Pricing

- Additional monthly price per employee.
- Costs for using Azure, via your own Azure tenant

13.5 Required Licenses

- Azure Subscription
- Azure App Service
- Azure Key vault (without HSM)
- Microsoft Endpoint Manager

14 Regulation

With this module we set up the cloud backend in such a way that it is technically in line with the requirements of ISO 27001, NEN7510 and BIO. This means that the technical settings are basically correct so you can work towards a workplace that is compliant with these standards.

14.1 What does the 'Regulations' module do for you?

- Basic setup of Microsoft Information Protection
- Configuration of 4 labels to classify information in Microsoft Information Protection
- Configure and update retention policies in Microsoft 365 for documents and e-mail.
- Configure and keep up to date with Unified Audit Logging in Microsoft 365.
- Up-to-date overview (export) of the placed configuration for possible audits

14.2 What does the 'Regulations' module not do?

- Setting up the information security management system
- Setting up a secure mail solution in Microsoft 365 that complies with the NTA 7516 (additional cost via the Secure mail module).
- Helping employees to work consciously in a safe manner (additional cost via the Security Awareness module).
- Shifting the responsibility for information security completely or partly to Wortell (in principle, the organization is always responsible).
- Advanced, proactive protection against hacks and threats by our security service (additional charge for module 24.7 Security).
- Certification of Work for a standard (certification is about your organizations, not a specific product).
- Maintain and update the technical setup if the standard changes or if the settings are changed by an employee.

14.3 Added value

- Extend the secure basis of Work with technical measures that can (partially) demonstrate compliance with formal security standards.
- Be able to distinguish between the sensitivity of information.
- Be able to enforce retention policies.
- Ability to view and trace changes to the Work environment from a central system, while retaining history.

14.4 Pricing

- Surcharge per tenant per month.

14.5 Required Licenses

This functionality can be applied to two versions: Basic Audit and Advanced Audit. For Basic Audit the following licenses are required:

- Microsoft 365 E3
- Microsoft 365 F3
- Microsoft 365 Business Premium

For basic audit the retention period is 90 days.

Microsoft 365 Advanced Audit can be activated if the following licenses are present per user:

- Microsoft 365 E3 + E5 Compliance
- Microsoft 365 E5
- Microsoft 365 F3 + F5 Security & Compliance

With advanced audit the retention period is 1 year, and this can be extended to 10 years with the 10 Year Audit Log Retention Add On per user.

15 Mobile Device Management

Technical management of Google (Android) and Apple (iOS and iPadOS) mobile operating systems. Allows management of settings and applications (on supported devices).

15.1 What does the 'Mobile Device Management' module do for you?

- Extend Work with the ability to technically manage supported mobile devices via Mobile Device Management (MDM).
- Activation and updating of the required business management mechanisms from Google (Android Enterprise) and/or Apple (Apple Business Manager or Apple School Manager).
- Make the basic Work apps available (Microsoft Authenticator, Microsoft Intune Company Portal, Microsoft Office, Microsoft Teams, Microsoft Outlook and Microsoft Defender for Endpoint).
- Set up and update basic device security settings, including enforcing a PIN code at startup and encrypting local data (if the device supports it).

15.2 What does the 'Mobile Device Manager' module not do?

- Extensive organization-specific setups.
- Offer and/or set up additional apps (additional cost).
- Full management of unsupported equipment.
- Linking existing business smartphones and tablets.
- Treat regularly purchased Apple devices as business equipment (at the time of purchase, it should already be explicitly stated that these devices should be treated as business equipment)
- Provision of suitable smartphones and tablets (additional cost via the Device module)
- To manage settings not supported by the device vendor.
- Supplying and supporting the use of mobile data subscriptions

15.3 Added value

- Deliver business smart phones and tablets in a standardized and controlled way, with the delivery process being highly automated.
- Ability to customize corporate smartphones and tablets
- Ability to remotely wipe business smartphones and tablets (if connected).
- Offering (some) business apps, without user intervention.
- Controlling security at the device level, such as a PIN code at startup.

15.4 Pricing

- Surcharge per device per month
- Surcharge per additional profile (apps and settings) per month.

15.5 Required Licenses

This module depends on Microsoft Intune which is part of:

- Microsoft 365 - F3
- Microsoft 365 - E3
- Microsoft 365 - E5
- Microsoft 365 Business Premium

16 Virtual Desktop

Makes it possible to use Work as a fully Virtual Desktop, if using your own device is not desirable or possible. A Virtual Desktop runs in Azure and uses the power and scalability of the Cloud. We also bring traditional Windows applications to the Cloud to offer them transparently as a published app on any type of device. This module also provides the ability to quickly and easily scale up when additional workstations are required or when there is a need for more computing power. By being able to use large numbers of centrally managed workstations for a limited period of time. As part of this module, we also provide the daily management, monitoring, maintenance and innovation of the platform. A Virtual Desktop, full serviced.

16.1 What does the 'Virtual Desktop' module do for you?

- Manage a complete Virtual Desktop environment based on Windows 10 multi-session within the Azure Virtual Desktop (AVD) platform.
- Manage a Virtual Desktop as a personal (1:1) workplace or as a shared virtual (1:n) workplace.
- Accessible from a wide range of devices and locations without compromising security, as long as an Internet connection is available.
- Periodically update the operating system of the Virtual Desktop and the Microsoft 365 Enterprise applications such as Microsoft Edge, Word, Excel, PowerPoint, OneNote, Teams within the Virtual Desktop.
- If deployed to provide legacy apps: integration with Windows 10 allows for transparent operation of the app as if it were locally present on the device.
- Virtual workstations are automatically offered on the basis of need: no requests make the workstations inactive, thus optimizing costs.
- Overviews based on telemetry that provide insight into consumption.
- Structural innovation to AVD platform based on recent developments

An overview of all management tasks and processes related to the Virtual Desktop is described in the 'Virtual Desktop - Management Tasks' document.

16.2 What does the 'Virtual Desktop' module not do?

- Periodic updating of additional applications (additional cost via the Apps module).
- Adding additional applications (additional cost via the Apps module).
- Supply, connect, configure and manage thin clients.
- Optimal performance from locations where Azure regions do not yet have an AVD control plane available.

- Only make applications visible where the user has permissions (additional cost for *app masking*)

16.3 Added value

- Work from a wide range of devices from different locations
- Leveraging the power and scalability of the Azure platform based on a consumption model.
- A centrally managed workplace environment in the cloud.
- Support for other usage scenarios (e.g. shared workspace).
- Being able to scale up the number of workstations if extra workstation capacity is temporarily required.
- Making the same apps available in both physical and virtual forms of the 'Work' workplace

16.4 Pricing

- Surcharge per virtual workstation tenant and pool per month.
- Surcharge per virtual workstation image per month.
- Surcharge based on actual Azure usage (in terms of processing power and storage space).

16.5 Required licenses

- Windows 365 CAL / Windows RDS CAL (only in the exceptional case of a server operating system) or Microsoft 365 F3/E3/E5/Business premium per user.
- Azure consumption related to:
 - Virtual Machines
 - Storage
 - Networking

17 End user support

End users of Work can contact us to ask functional support questions when using a number of components of Work, including the use of Office applications, Microsoft Teams, Windows 10, MacOS and printing.

We will help you in English or Dutch and at extra cost in French or German. You have the choice to purchase this support during the next Service Window. Different pricing applies per Service Window. You choose 1 Service Window per organization.

- Office hours during weekdays (07.30 - 18.30 CEST)
- 16 hours per day during weekdays (07.00 - 23.00 CEST)
- 24 hours a day during working days
- 24 hours a day, 7 days a week

17.1 What does the 'End user support' module do for you?

- Support for questions related to the use of the Microsoft Office Applications Word, Excel, PowerPoint, Outlook, Teams, OneNote
- Support for questions related to using Microsoft Edge
- Support for support questions about using email via Microsoft 365
- Support for questions related to the use of OneDrive for Business
- Support for questions related to using Windows 10
- Support for questions about using MacOS
- Support questions about connecting to the Virtual Desktop
- Support for support questions via the Work equipped workstation

17.2 What does the 'End user support' module not do?

- Support for iOS and Android
- Support for peripherals (e.g. adding a printer at home)
- Support for network connections (e.g. working from an Internet café)
- Languages other than French, German, Dutch or English
- Support for components or applications other than those listed above (in Section 18.1)
- Spending more than 30 minutes per (support) question
- No 1-on-1 training sessions
- Technical support on equipment, even if equipped with Work

17.3 Added value

- Helping end users get back to work as quickly as possible

- Less burden on your own IT support department
- Better use of available technology.

17.4 Pricing

- Per user per month (depending on the Service Window)
- Surcharge per user per month for additional language (e.g. French, German)
- Surcharge per user per month for support on the virtual workstation

