



# Teamwork as a Service (TWaaS)

 Synoptek

# Table of Contents

- INTRODUCTION .....3**
- SERVICE OFFERINGS .....4**
  - STANDARD COMPONENTS .....4
  - ONBOARDING COMPONENTS .....10
  - ADOPTION COMPONENTS .....10
- SERVICE DEPLOYMENT .....12**
  - EXPECTATIONS DURING ONBOARDING .....12
    - Synoptek Requirements* ..... 12
    - Other Requirements*..... 12
    - Synoptek Deliverables*..... 12
- SERVICE SUPPORT .....12**
  - REQUIREMENTS FOR THIS SERVICE .....13
  - SYNOPTEK RESPONSIBILITIES .....14
  - CUSTOMER RESPONSIBILITIES .....14
- OPTIONAL SERVICES.....14**
  - MICROSOFT TEAMS LIVE EVENT SUPPORT .....14
  - MICROSOFT TEAMS DEVICES REMOTE AND ON-SISTE SUPPORT .....14

## Introduction

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This Service Definition is subject to all terms and conditions of the Service Order to which it was attached. This Service Definition describes and contains additional terms that apply to Synoptek's Teamwork as a Service (the "Service").

The service definition found herein reflect Synoptek standards at the time the Service Order(s) was issued. Synoptek reserves the right to change any particular standard herein to reflect Synoptek's best practices or industry standards at its sole discretion with or without notice.

## Service Offerings

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Synoptek’s Teamwork as a Service helps customers deliver high-quality business results by ensuring their employees are able to maximize the value of a selected digital workspace and effectively communicate & collaborate with their teammates. When fully enabled with new digital workplace applications, workforces have been shown to deliver efficiently and effectively in less time.

To accomplish this, Synoptek provides expert consultation on the following applications:

- Business Productivity: Microsoft Exchange, Microsoft SharePoint, Microsoft Teams
- Employee Productivity: Microsoft Excel, Microsoft OneDrive, Microsoft OneNote, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word

Upon signing of a Service Order, Synoptek will take over immediate control of Customer’s Office 365 admin operations and, if applicable, communication & collaboration technologies, to provide end-to-end management and full governance of customer’s Office 365 environment.

Unless otherwise specified, this service is priced per user.

### **STANDARD COMPONENTS**

This service provides admin/IT and end-user support as well as management for the Customer’s Office 365 environment, text-based chat functionality (messaging), document management, video/audio conferencing (meetings), and collaboration.

Feature and Description	Additional Information	Included
<b>24X7X365 STAFFED ADMIN/IT SERVICE DESK W/ CASE TRACKING &amp; REPORTING</b>	Synoptek’s Service Desk team will assist Customer’s administrative/technical contacts and authorized personnel with adjustments regarding: (1) user access & provisioning and (2) document management.	Yes
<b>24X7X365 STAFFED END-USER SERVICE DESK W/ CASE TRACKING &amp; REPORTING</b>	Synoptek’s Service Desk team will provide 24x7x365 support to the Customer’s end-users on the support applications in this Service as both a first point of contact and a resolution service desk (ITaaS customers only).	Yes

	<p>Synoptek will provide case tracking and troubleshooting for the support Office 365 applications, including “how-to” support issues.</p> <p>Synoptek will provide resolution for cases based on the root cause and other contracted managed services:</p> <ul style="list-style-type: none"> <li>• For ITaaS user-managed customers, issues where the root cause is related to the device or endpoint</li> <li>• For ITaaS site-managed customers, issues where the root cause is related to the network device. <ul style="list-style-type: none"> <li>○ Unavailability of Internet provider services is not remediated by Synoptek.</li> </ul> </li> <li>• For issues where the root cause is related to Office 365 products, Synoptek will triage a troubleshooting ticket with Microsoft.</li> </ul> <p>If the customer is not subscribed to any of these services, Synoptek will notify the customer of the root cause issues and recommend remediation steps to be implemented by the customer.</p> <p>Alternatively, Synoptek can take on remediation work on a per-incident basis as billable hours.</p> <p>If Synoptek is unable to resolve the issue, Synoptek will open a ticket with Microsoft and engage the Customer throughout the interaction.</p>	
<p><b>USER ACCESS CONTROL</b></p>	<p>Synoptek will allow self-service or fully managed user access control:</p> <ul style="list-style-type: none"> <li>• Synoptek or Customer admins can: <ul style="list-style-type: none"> <li>○ Enable/disable users or roles</li> <li>○ Add/remove license seats</li> <li>○ Enforce multi-factor authentication</li> </ul> </li> <li>• If Synoptek does not manage the Customer’s Active Directory, a discussion and agreement around what process both the Customer and Synoptek will go through to create users is required.</li> </ul>	<p>Yes</p>

<b>PROVISIONING</b>	<p>Synoptek will allow self-service or fully managed user provisioning:</p> <ul style="list-style-type: none"> <li>• Creation/deletion of: <ul style="list-style-type: none"> <li>○ User accounts</li> <li>○ User mailboxes</li> <li>○ Distribution lists</li> </ul> </li> <li>• Office 365 native applications pushed to endpoints when updating the customer’s Microsoft subscription (ITaaS customers only)</li> </ul>	Yes
<b>AUDIT LOGS</b>	<p>Synoptek will provide support for database log management by providing audit trails.</p>	Yes
<b>OFFICE 365 SERVICE UNAVAILABILITY PROACTIVE NOTIFICATION</b>	<p>Synoptek will provide the following monitoring activities and take appropriate action to the Customer for the support applications within this Service:</p> <ul style="list-style-type: none"> <li>• Proactive <ul style="list-style-type: none"> <li>○ Planned service maintenance periods resulting in unavailability as per Microsoft</li> </ul> </li> <li>• Reactive <ul style="list-style-type: none"> <li>○ Unplanned services outages resulting in unavailability as per Microsoft</li> </ul> </li> </ul>	Yes
<b>DOCUMENT MANAGEMENT</b>	<p>Synoptek will provide services for Microsoft OneDrive, Microsoft SharePoint, and Microsoft Teams’ document features at admin request:</p> <ul style="list-style-type: none"> <li>• User, role, and group access control to files and folders</li> <li>• File recovery with respect to 30-day retention</li> <li>• Implementation of backup policies to utilize Microsoft OneDrive as a backup target for desktops and laptops</li> <li>• Data encryption and encryption key management</li> <li>• Storage expansion for Microsoft OneDrive and Microsoft SharePoint</li> <li>• Includes access to the Audit Log for file history and access for legal hold</li> </ul>	Yes
<b>CALL, VOICE, AND VIDEO MONITORING</b>	<p>Synoptek will identify network problems by monitoring call quality metrics (feedback from end-users and proactive monitoring using</p>	Yes

<b>AND QUALITY OF CASE RESOLUTION</b>	<p>Microsoft tools). Synoptek will notify customers if any resolution is required. Implementation services to improve network quality will require billable hours.</p>	
<b>GOVERNANCE POLICY</b>	<p>Synoptek and the Customer will co-create a customized governance policy prior to launching the service.</p> <p>Alternatively, Synoptek can implement its standard governance policy. This policy enables all document management features in Microsoft Teams as well as core Teamwork features (i.e. meetings, conferencing, chat).</p> <p>This policy is as follows:</p> <ul style="list-style-type: none"> <li>• Only Synoptek admins can create Teams groups</li> <li>• Guest access is disabled</li> <li>• Customer can run ad hoc and scheduled meetings <ul style="list-style-type: none"> <li>○ The following meeting policies are enabled: <ul style="list-style-type: none"> <li>▪ Voice-to-text transcription</li> <li>▪ Video conferencing</li> <li>▪ Screen sharing</li> <li>▪ Participant give/request control</li> <li>▪ PowerPoint sharing</li> <li>▪ Whiteboarding</li> <li>▪ Shared notes</li> </ul> </li> <li>○ The following meeting policies are disabled: <ul style="list-style-type: none"> <li>▪ Cloud recording</li> <li>▪ Guest give/request control</li> </ul> </li> <li>○ Guest/unauthenticated participants: <ul style="list-style-type: none"> <li>▪ Must be let into a meeting by Customer</li> <li>▪ Cannot start meetings themselves</li> </ul> </li> </ul> </li> <li>• Customer has access to built-in chat functionality; users will be able to edit their messages, but not delete. <ul style="list-style-type: none"> <li>○ URLs provided in chat will generate an in-channel preview.</li> <li>○ Audio messaging is enabled</li> <li>○ Messages will be retained for no more than 1 month (30 days).</li> </ul> </li> </ul>	<p>Yes</p>

	<p>An alternative to the above governance policy is available and ideal when heightened security is necessary. This policy is as detailed above, but with the following adjustments:</p> <ul style="list-style-type: none"> <li>• The following meeting policies will be disabled: <ul style="list-style-type: none"> <li>○ Voice-to-text transcription</li> <li>○ Participant give/request control</li> </ul> </li> <li>• The following messaging policies will be disabled <ul style="list-style-type: none"> <li>○ Ability to edit own chat messages</li> <li>○ Audio messaging is disabled</li> <li>○ Messages will be retained for no more than 1 week (7 days).</li> </ul> </li> </ul> <p>Post-launch, Synoptek will provide the on-going management as detailed in the following components:</p> <ul style="list-style-type: none"> <li>• Tailored Meetings Policy Management</li> <li>• Tailored Messaging Policy Management</li> <li>• Tailored App Policy Management</li> <li>• Tailored Teams Creation Policy Management</li> </ul>	
<p><b>TAILORED MEETINGS POLICY MANAGEMENT</b></p>	<p>Synoptek will manage the user policy settings for meetings according to an organization-wide global, per user, or per group policy. Features that can be enabled/disabled include:</p> <ul style="list-style-type: none"> <li>• Ability to run ad-hoc meetings or only scheduled meetings</li> <li>• Ability to schedule meetings via Outlook</li> <li>• Audio &amp; video media bitrate (i.e. for land bandwidth locations)</li> <li>• Content sharing &amp; data privacy <ul style="list-style-type: none"> <li>○ Voice transcription</li> <li>○ Cloud recording</li> <li>○ Video capabilities</li> <li>○ Screensharing</li> <li>○ Presentation controls</li> <li>○ Document sharing</li> <li>○ Whiteboard access</li> <li>○ Shared notes</li> </ul> </li> <li>• Participant control</li> </ul>	<p>Yes</p>



	<ul style="list-style-type: none"> <li>○ Anonymous meeting starters</li> <li>○ Admission into meetings</li> <li>○ Dial-in user lobby bypass</li> </ul>	
<b>TAILORED MESSAGING POLICY MANAGEMENT</b>	<p>Synoptek will manage the user policy settings for messaging according to an organization-wide global, per user, or per group policy. Features that can be enabled/disabled include:</p> <ul style="list-style-type: none"> <li>● Chat functionality</li> <li>● Use of animated GIFs (via Giphy service) and content rating filters for inappropriate content</li> <li>● Use of memes &amp; stickers</li> <li>● Ability for admins or users to delete sent messages</li> <li>● Read receipts</li> <li>● URL previews</li> <li>● Language translation</li> <li>● Priority notifications (user notification every 2 minutes for 20 minutes)</li> <li>● Voice message in chats/channels</li> <li>● Favorite channel to move frequently used channels to the top of the list</li> <li>● Ability for users to remove other users from chats</li> </ul>	Yes
<b>TAILORED APP POLICY MANAGEMENT</b>	<p>Synoptek will manage the user policy settings for applications according to an organization-wide global, per user, or per group policy. This includes:</p> <ul style="list-style-type: none"> <li>● Microsoft, 3<sup>rd</sup> party, or specific applications to be restricted from installation</li> <li>● App Showcase: Apps can be pinned and ordered in a specific way; includes apps built by the Customer</li> <li>● Control who can load Custom Apps into a Team or Channel</li> </ul>	Yes
<b>TAILORED TEAMS CREATION POLICY MANAGEMENT</b>	<p>Synoptek will work with the Customer to enforce the desired creation model for Teams:</p> <ul style="list-style-type: none"> <li>● Who can/cannot create new Team Groups</li> <li>● Naming policy to enforce consistency</li> <li>● Guest access for users outside your organization</li> <li>● External user access for users in other domains</li> </ul>	Yes

<b>INACTIVE TEAMS GROUP CLEAN-UP</b>	<p>Synoptek will monitor usage of Teams and report to the Customer any Team Groups found to be inactive. Groups are deemed inactive if they have little to no file, chat, or conversation history within the last 180 days. Upon confirmation with the Customer, Synoptek will delete inactive Team Group instances and migrate existing data on request. This can also be enabled via expiration policy that will automate group deletion.</p>	<p>Yes</p>
<b>AUDITING &amp; COMPLIANCE</b>	<p>Synoptek will respond to legal hold requests to hold all messages in a retained group. Customers will be given access to the audit log to investigate specific activities.</p> <p>Synoptek will manage retention policies for chat and channel messages for compliance (required data retention) or usability reasons (data organization) and adhere to any storage compliance requirements by migrating the Office 365 tenant to the proper geographic region.</p>	<p>Yes</p>

### **ONBOARDING COMPONENTS**

Prior to this service’s delivery, Synoptek and the Customer’s sponsor will go through an onboarding process encompassing the following objectives:

- Discovery and alignment on the Customer’s specific needs
- Evaluation of the Customer’s current environment
  - i.e. typical meeting size, network quality, etc.
- Assessment of the service’s overall fit for the Customer’s needs and environment

### **ADOPTION COMPONENTS**

Synoptek’s Adoption services are delivered through a Designated Consulting Analyst (DCA). These services are designed to drive business results for technologies like Teams that are commonly part of digital transformation initiatives. The DCA would work with the Executive Sponsor to decide several key goals to measure:

- Speed of Adoption – how quickly are end users activating (aware of new solutions) and adopting (actively using) new solutions?
- Utilization – how many end users are activating and are adopting new solutions?
- Proficiency – how well are end users performing and/or changing behaviors with new solutions?

In the onboarding meeting, these goals are agreed upon between the DCA and Customer – to determine a feasible, and measurable goal that will impact business results, which can be aggressive, but must realistic and attainable.

This service is charged at a per hour rate per DCA. Services can be customized, but the recommended are described below.

Feature and Description	Additional Information	Included
<b>QUARTERLY GOVERNANCE REVIEW</b>	The customer is entitled to a quarterly governance review with Synoptek’s DCA. During this review, Synoptek and the Customer will discuss the effectiveness of the current governance policy and make adjustments as needed to better suit the Customer’s needs.	Required
<b>BUSINESS LEADER ADOPTION REPORTING</b>	Synoptek DCA’s will report to key decision makers the KPI levels of targeted technologies and/or products. DTA’s will work with key decision makers to build action plans to resolve any missed KPI’s. DCA’s will conduct the following activities: <ul style="list-style-type: none"> <li>• Build an adoption dashboard for executive sponsors and business leaders</li> <li>• Perform surveys to understand proficiency gaps</li> <li>• Review KPI’s with executive sponsors and business leaders on agreed cadence</li> </ul> Define regular checkup points to review adoption metrics	Required – Additional PS Billable Hours
<b>END USER ADOPTION</b>	Synoptek DCA’s will act as the “Teams Champion,” providing advisory, training, and/or lunch and learns with end users how to maximize their use of the Teams Platform will conduct planning, with key decision makers, for all considerations when changing technologies and drive adoption with a change management process. Execution of any plans that require implementations will require billable hours. Examples include: <ul style="list-style-type: none"> <li>• Coaching sessions to reinforce key concepts and learnings for end users or for internal trainers.</li> <li>• Resistance management – i.e. setup dedicated feedback sessions with end users to enable ability to voice to concerns and give their recommendations</li> </ul>	Required – Additional PS Billable Hours

	<ul style="list-style-type: none"> <li>Performing awareness communications to make employees aware of change and options for support</li> </ul>	
<b>PROBLEM MANAGEMENT</b>	<p>Synoptek DCA's will also interview internal Teams Champions to identify core problems and collaboration breakdown. Synoptek DCA's will engage Synoptek Service Desk team members to understand the context and challenges end users are submitting through their support ticket data that corroborate Team Champion feedback.</p> <p>Synoptek DCA's make recommendations which may result in implementation projects that require billable hours.</p>	Optional – Additional PS Billable Hours

## Service Deployment

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Synoptek's Service Deployment team is responsible for the onboarding and offboarding of Teamwork as a Service.

### **EXPECTATIONS DURING ONBOARDING**

#### Synoptek Requirements

Synoptek must have access to the Customer's Office 365 tenant and have owner access to covered applications to ensure proper management.

#### Other Requirements

#### Synoptek Deliverables

## Service Support

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The Synoptek help desk operates 24x7x365 and will act as the single point-of-contact for all IT-related issues, including those that are outside of the scope as defined. As the owner of the issue, Synoptek will log, track and isolate the problem, and either resolve the issue or escalate it to the appropriate service provider designated by Customer or to Customer's internal support group. Synoptek's Customer Care Help-desk will

be staffed by our industry standard level 2 specialists. Incidents may be reported by phone via toll-free 800 number, through free format email or by forms submitted via email. Also included is the online portal and remote-control tool. A customer satisfaction measurement will be included for all closed cases regardless of who ultimately handled the case.

If Synoptek cannot solve the issue remotely, Synoptek may choose at its sole discretion to send someone onsite to a customer's location. Synoptek can dispatch someone to a customer site at an hourly rate. If the Customer wants someone onsite on a regular basis, Synoptek offers an Onsite Engineer Service.

- Exclusions: Unsupported Incidents. These services are not intended as consulting, design or implementation services. The following items and functions are not supported under the ITaaS User Service:
  - Administration of Customer's Servers or Network equipment (including server set up and enterprise server configuration changes unless otherwise noted in this service definition)
  - On-site desktop support
  - Data backup and file restoration
  - Printer RMA issues
  - Smartphone, PDA and tablet applications, and devices and applications not provided by Synoptek unless specifically identified in a Statement of Work ("SOW") signed by the Parties.
- Communication of Out-of-Scope Issues. Out-of-scope issues identified by Synoptek will be documented and communicated to the Customer. The Customer will be responsible for management of its systems and must work directly with its manufacturer or vendor for assistance with unsupported, third-party applications and devices. The Customer also is responsible for failures caused by viruses, user abuse, environmental conditions and other causes not within Synoptek's control. Out-of-scope can be remedied with Synoptek Professional Services on a time and material basis

Customer acknowledges and agrees that Synoptek may directly or remotely communicate with the agents we install on Customer's Devices for purposes related to the security and management, including, (i) verifying Credentials; (ii) issuing reports and alerts such as automated support requests and alert messages; (iii) providing support and maintenance services; (iv) applying policy and configuration changes; and (v) extracting usage information, service performance information and event logs.

### **REQUIREMENTS FOR THIS SERVICE**

Synoptek must have access to the Customer's Microsoft 365 tenant and have owner access to the Microsoft Teams application to be managed.

## **SYNOPTEK RESPONSIBILITIES**

- Synoptek will deliver upon agreed SLA's (utilization, adoption, and proficiency). This is dependent on agreement between the Customer and Synoptek to ensure goals are realistic and achievable. If Synoptek is not able to deliver upon the agreed SLA, the Customer and Synoptek will discuss and decide upon an agreeable resolution.

## **CUSTOMER RESPONSIBILITIES**

- The Customer will give Synoptek notification regarding any major events that may be disruptive to the adoption of collaborative solutions. Examples include, but are not limited to: mergers & acquisitions, emerging initiatives, competing technologies, reduction in workforce, staff reprioritization, business continuity or disaster-related events, and security incidents.
- Synoptek understands that some of these initiatives may be time sensitive, related to trade secrets, or governed by compliance and will comply with Customer's requests to redact sensitive data.

## **Optional Services**

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Synoptek provides optional services that the Customer may purchase for additional service management fees.

### **MICROSOFT TEAMS LIVE EVENT SUPPORT**

Synoptek will support a Customer's live broadcast event and monitor usage reports to ensure a successful live experience for Customer presenters and attendees. Synoptek will do live network troubleshooting during the event for lapses in quality of service.

### **MICROSOFT TEAMS DEVICES REMOTE AND ON-SITE SUPPORT**

Synoptek will provide 24x7 remote and scheduled on-site support for native Teams Devices (i.e. desk phones, meeting room phones, Windows IoT PCs, touchscreen hubs, etc.) and case tracking support.