Digital Workplace Services

Managed Service Desk Services – Service Description

This Service Description ("**Managed Service Desk Services – Service Description**") contains the terms governing the provision of **Managed Service Desk Services** by Interactive Pty. Limited ABN 17 088 952 023 of 461 Williamstown Road, Port Melbourne VIC 3207 ("**Interactive**") and the customer named in the CMS SOW ("**Customer**") that applies to this Managed End User Device Services – Service Description.

This Managed Service Desk Services – Service Description forms part of the Agreement, also containing the Digital Workplace Service Terms (found at www.interactive.com.au/terms-and-conditions) and the Master Services Agreement.

1. Managed Service Desk Services

1.1 Interactive will provide the Managed Service Desk Services to the Customer, each as further described in the relevant Service Specification contained in this Service Description:

(a) **IT Service Management**, which includes the following subset of Services:

    (i) Incident Management ("**IM**").

    (ii) Service Request Management.

    (iii) Major Incident Management ("**MIM**").

    (iv) Asset Inventory Management.

(b) **Service Desk**, which includes the provision by Interactive of the following:

    (i) Support during the Service Desk Support Hours.

    (ii) 24x7x365 support for Priority 1 and 2 Incidents only.

    (iii) to enable the Customer to log Service Calls: A Customer Portal a dedicated support phone number, and a support email. The Customer may log Services Calls via either of these 3 methods.

    (iv) Triage and resolution of Incidents and Service Requests for in-scope services.

    (v) Remote User Support.

    (vi) Basic Level 1 Microsoft 365 support.

    (vii) Management and logging of all in-scope Service Calls through to resolution including evaluating their urgency, impact and priority.

    (viii) Responding to and invoking Interactive's MIM process as required.

    (ix) Acting as the single point of contact for the Customer to receive updates on active Tickets.

    (x) Call handling workflow.

    (xi) Ticket handling and reassignment.

    (xii) Managing escalations as required.

    (xiii) If set out in the CMS SOW, provide VIP User support.

1.2   The below items are not included in the scope of the Managed Service Desk Services:

(a)   All processes related to IM, MIM are defined by Interactive, and customisation of these processes is not permitted.

(b)   The Managed Service Desk Services do not include the provision of Microsoft 365 licensing. If required, the customer may purchase such licensing under a separate Statement of Work with Interactive.

(c)   Change, Problem and Knowledge Management as a service.

(d)   All other work or services not included in the Service inclusions are excluded.

2.   General Terms

2.1   The Customer's liability to pay the monthly Service Fees for the Managed Service Desk Services commences from the Service Start Date, even if transition services are included but not completed.

2.2   Interactive will place an order for any dependent/ third-party licenses required to deliver the Managed Service Desk Services detailed in the CMS SOW and charge it to the Customer.

3.   Term of Service Desk Services

3.1   Interactive will provide the Managed Service Desk Services for the Individual Term. The Individual Term commences on the Service Start Date as determined in accordance with clause 5.5.

4.   General Customer Obligations

4.1   The Customer must:

(a)   Provide personnel contact details to enable Interactive to contact the Customer during both Service Desk Support Hours and outside of these hours.

(b)   Provide Interactive personnel with site access to Customer Locations where required.

(c)   Provide all passwords for the administration logins for the Devices. These passwords will be restricted to Interactive only.

(d)   Provide Interactive access to the Customer's security policy documentation, IT Environment and contact personnel (if any).

(e)   The Customer and any third parties involved in an Incident will comply with timeframes notified by Interactive to assist with resolution and development of post Incident reports.

(f)   Provide Interactive access to the Customers third-party vendor and partner contact details.

(g)   The Customer is responsible for maintaining and managing their application landscape in their IT Environment.

(h)   The Customer is responsible for maintaining the currency (including renewal and cancellation) of its existing subscriptions or licenses that are provided by third parties.

5.   Transition Project

5.1   Transition Approach

(a)   Interactive will follow a structured phased approach to transition the Customer to the Managed Service Desk Services (the "**Transition Project**").

5.2   The project plan including key milestones for the Transition Project will be agreed during Phase 1.

5.3   The following are excluded from the Transition Project:

    (a)   Enhancement, or customisation of ITSM Tool.

    (b)   Functional testing of Applications.

    (c)   Asset Tagging for Customer Devices.

    (d)   All other work or services not included in the scope of the Transition Project are excluded.

5.4   The following are Customer dependencies:

    (a)   The Customer will act as a liaison between Interactive and its third-party vendors, when required, to deliver the Managed Service Desk Services. The Customer must obtain any necessary consent from the third-party vendor for Interactive to communicate with them.

5.5   The scope of the Transition Project is as follows:

Phase	Description	Outcome
Phase 1: Transition Kick-off	**Introduction meetings, expectation setting and stakeholder management.**	(a) **Up to 2 meetings with the Customer**
Phase 2: Discovery and Planning	(a) Auditing (current Customer environment, licensing, Service Call volumes, 3rd party involvement), (b) Business requirements, workflow definitions, service levels, contracts, vendors, subsidiaries (c) Planning (Project scope/eligibility/timeline/deployment), (d) Reporting (Discovery, recommendation, remediation, supportability)	(a) Up to 2 workshops (b) One "As-built" document
Phase 3: Solution Design and Knowledge Transfer	(a) Develop a solution design document and an implementation plan	(a) One Solution Design Document (b) Implementation Checklist and Plan

	Requirement gathering relating to the Customer and the Users
	(a) Gather support documentation (system architecture/operations model)
	(b) Decision making process (onboarding process/change request/release management)
		(a) Customer provided:
		  I. Knowledge Articles
		  II. Operations/Support document
		(b) Knowledge Transfer Sign-off

Phase	Description	Outcome
Phase 4: Service Setup	Setup activities: (a) Setup network access, phone system, email and distribution lists, and TeamViewer access. (b) Onboarding of Customer's ticketing instance into Interactive's ITSM Tool (ServiceNow). (c) Setup Service Level Agreement and Asset Inventory in ITSM Tool. (d) Liaise with agreed third parties and establish processes. (e) Setup operational processes.	(a) Service Level Agreements configured in ITSM Tool (b) Asset Register (c) Agreed list of in-scope third parties and contact information. (d) Service Setup Guide (e.g., policies, configuration)
	Pilot tasks: (a) Customer support launch to Users (b) Service readiness and testing	(a) Dissemination of User Guides for Customer Portal use, sharing engagement channels, portal link access and phone number as appropriate
Phase 5: Operate	(a) Service Transition and Go-Live (b) Assessment and Training (c) Interactive will move all Services into production and advise the Customer of the Service Start Date.	(a) Support Documentation created for internal use (b) Service commencement approval (c) RACI covering relevant tasks and Interactive support functions. (d) Internal Interactive staff training complete

6. General Assumptions

6.1 The following assumptions apply in addition to any specific assumptions set out in the individual Service Specifications:

(a) Remote support tools are already installed and centrally managed.

(b) All Tickets must be first logged via the Customer Portal, before calling the dedicated 1300 number

(c) During the Transition Project the parties will agree which third-party vendor Interactive will be required liaise with and the Customer will provide all necessary third-party vendor information to Interactive to ensure that Interactive is permitted to contact the vendors as required.

(d) The Customer's asset register is accurate as at the Service Start Date, and the Customer has provided updated information as and when required during the Individual term.

(e) Appropriate access will be granted to the IT Environment to enable Interactive to provide support to all Devices.

(f) Incidents that require resolution by the Customer or its third-party vendor or supplier will be communicated by Interactive to the Customer.

(g) Service Calls related to Applications will be managed by the Customer (where Interactive cannot resolve or execute).

(h) The Customer has Intune in place and configured to manage the Customer's User Devices.

(i) No management tools other than Intune will be used to provide support for non-Windows Devices (e.g., Apple). Should additional tooling be required, this will be discussed and agreed upon with the Customer as to the requirements and any associated costs.

(j)   All in-scope Applications are set out in Appendix A to this Service Description and must be either at the latest "N" version or "N-1" version. Applications with versions less than N-1 are considered Out of Scope.

(k)   Support for Applications is limited to accessibility and availability of the same on supported Operating Systems ("**OS**") (Windows and MacOS).

(l)   Currently supported OS versions for desktops and laptops are:

(i)   Windows PCs: Windows 10/ Windows 11; and

(ii)   MacBook: macOS Ventura/ macOS Monterey.

7.   Service Exclusions

7.1   Interactive is not responsible for any failure to provide Managed Service Desk Services to the extent the failure is caused, or contributed to, by any one or more of the following:

(a)   the Customer not providing access to the IT Environment as required by Interactive;

(b)   the Customer, its contractors, representatives', suppliers, or partners, including where one or more of such persons are not co-operating or acting promptly to resolve Incidents as required (and the Customer acknowledges that, if an Incident occurs that impacts the Managed Service Desk Services, it may not always be immediately apparent which of the Customer's suppliers or partners are responsible for such an Incident);

(c)   any Changes or Incidents caused, or contributed to, by the Customer or third parties (except third parties engaged by Interactive);

(d)   Force Majeure events;

(e)   communication links; or

(f)   by any Third-Party Fault.

7.2   Except for guarantees that cannot be excluded by law, Interactive expressly disclaims all guarantees and warranties, whether express, implied, or otherwise, including without limitation, guarantees of merchantability, quality, and fitness for a particular purpose in respect of any third-party software. Interactive does not guarantee or warrant that the Third-Party Software will be available, uninterrupted or error free, meet the Customer's requirements, or operate with the combination of hardware and software the Customer intends to use, including Managed Service Desk Services.

8.   Pricing

8.1   Implementation Fee

The Implementation Fee for Managed Service Desk Services is payable in accordance with clause 7.3 of the Digital Workplace Service Terms.

8.2   Monthly Service Fee

(a)   The monthly Service Fees for Managed Service Desk Services are payable by the Customer from the Service Start Date. Interactive will issue invoices to the Customer for the Managed Service Desk Services in advance.

(b)   The monthly Service Fee for Managed Service Desk Services (excluding Onsite Desktop Support) is calculated by multiplying the Unit Price by the volume of Users or Tickets under management in the month, as agreed with the Customer.

(c) The minimum baseline for the monthly Service Fee is 0.8, which is calculated as the ratio of volume of Service Calls to the volume of Users:

    (i) If the above-mentioned ratio is higher than the minimum defined baseline, Interactive will adjust the Unit Price by notice to the Customer.

    (ii) Should Service Call volumes significantly increase on an ongoing basis (as determined by Interactive in its discretion, exercised reasonably), Interactive may adjust the Unit Price by notice to the Customer.

9. Service Specification: IT Service Management

9.1 Interactive will provide IT Service Management to the Users, which consists of the subset of services described in this clause 9.

9.2 Interactive will provide Incident and Service Request Management Services ("**Incident and Service Request Management**") which consists of the following:

(a) Interactive will provide Service Call (Ticket) management including management of Incidents and Service Requests.

(b) Interactive will provide access to the Customer Portal for the Users to log Tickets with the Service Desk into Interactive's ITSM Tool. No other access to or functions within the ITSM Tool will be provided to the Customer.

(c) The Customer's Users can also contact the Service Desk via a phone call or email.

(d) Interactive will refer to an existing knowledge article (if any) to provide resolution or escalate Tickets to the appropriate resolver team based on the Ticket priority.

(e) Interactive will follow the escalation mechanism in accordance with the Incident Management process defined in the below Responsibility Matrix ("**RACI**") table.

(f) Incidents that require resolution by the Customer or its third-party vendor or supplier will be communicated by Interactive to the Customer.

(g) The below RACI table describes the responsibilities regarding Ticket management activities between Interactive and the Customer:

Responsibility Matrix ("RACI")		
Activities	**Interactive**	**Customer**
Definition of the category tree for classification of incidents according to Customer requirements and approved by Customer	RA	CI
Creation of Incident and Service Request Tickets when raised via phone or email to the service desk	RA	CI
Creation of Incident and Service Request Tickets in the ITSM tool, when raised via the Customer Portal	CI	RA
Classification of incidents according to defined categories and prioritisation of Incidents and Service Requests as well as recording of all relevant details	RA	CI
Diagnose Incidents using remote control capability and when possible, implement corrective actions to resolve Incidents	RA	CI
Dispatching of Incidents and Service Requests to relevant support teams and/or other third-party resolver teams as required	RA	CI
Coordination with relevant support teams	RA	CI
Monitoring and tracking of Tickets assigned to other resolver teams	RA	CI
Continuous tracking and documentation of progress from Incident occurrence to resolution	RA	CI
Escalation of Incidents not resolved within defined due time to the Customer	R	ACI
Escalation of tickets not resolved by third parties to the Customer	R	ACI

9.3   Interactive will provide Major Incident Management Services ("**MIM**") which consists of the following:

(a)   Interactive's Service Desk will be responsible for responding to and invoking Interactive's MIM process as required.

(b)   Interactive Service Desk will co-ordinate efforts with the requisite stakeholders to support high priority major Incidents via Priority 1 and Priority 2 Incidents.

(c)   The below RACI table describes the responsibilities regarding MIM activities between Interactive and the Customer:

RACI		
Activities	**Interactive**	**Customer**
Act as a point of contact for all related service outages of business-critical services	R	ACI
Notify the Major Incident manager and Customer stakeholders in case of major Incident identification.	R	ACI
Further triage incidents to confirm impact and urgency, to support priority	RA	CI

9.4   Interactive will provide asset inventory management Services ("**Asset Inventory Management**") which consists of the following:

(a)   Maintaining an inventory of all in-scope User Devices and track any changes to these Devices within the ITSM Tool, including the Devices' make and model, location, ownership, status and Asset tag (where available).

(b)   Interactive will create and maintain the Asset Register for the Devices. Interactive will maintain the accuracy and completeness of the Asset register for the Devices by updating it regularly, when Devices change state, or when the assignment of a Device changes as part of User onboarding and offboarding.

(c)   The Asset Register will contain the following information deemed necessary to identify the Device assigned to each of the Users. Interactive will ensure that each in-scope Device is properly catalogued within the Asset Register, including the following information:

(i)   Configuration Item / Asset ID.

(ii)   Device Make and Model.

(iii)   Asset Owner / Assigned to Person.

(iv)   Assignment Date.

(v)   State / Status / Sub-State.

(vi)   Site Location.

(vii)   Stockroom Location.

(viii) Warranty Expiration Date.

(ix)   Install Date.

(d)   Interactive will conduct periodic audits (in conjunction with the Customer) of all in-scope User Devices to ensure that the inventory is accurate and up to date.

(e)   Interactive will provide regular reports on Device inventory and tracking in accordance with the process with the Customer which shall include information on Device ownership, location, status, any changes that have been made to the Devices and the stock room inventory volumes.

(f)   The following assumptions apply to Asset Inventory Management Services:

(i)   The Customer's asset register is accurate as at the Service Start Date and the Customer has provided updated information as and when required during the Individual Term.

(ii)   If the Customer conducts any site audits that identify any changes to Devices or Device information the Customer will provide that information to Interactive by engaging the Service Desk.

(iii)   The Customer will provide Interactive with any information pertaining to its asset register or existing spares pool for each Remote Location.

(iv)   The Customer will advise Interactive of any lost, stolen, or defective Devices that are in-scope of support by engaging the Service Desk.

(v)   The Customer will manage Asset tagging requirements with their third-party vendor and provide Interactive any relevant information as required.

(vi)   The Customer's nominated Site Champion for each geographic region/location must:

A.   Be the key liaison point with Interactive for items pertaining to Asset Inventory Management Services for that region/location.

B.   Manage and take responsibility for any spare equipment in the Remote Location spares pool.

C.   Ensure that the spares pool is kept fulfilled as required in accordance with the process agreed during the Transition Project, based on guidance from Interactive; and

D.   advise Interactive via the Service Desk of any issues pertaining to the spares pool or supported Devices.

(g)   Asset disposal services are not included in the scope of the Managed Service Desk Services. If the Customer requires Asset disposal services the Customer may engage directly with Interactive's subsidiary company, Erase IT, under a separate agreement.

(h)   The Customer will engage Interactive via the Customer Portal, phone or email if the Customer requires Interactive to perform any Device refresh activities or project work. Interactive will respond with a quote for the additional work and if the Customer accepts the quote the parties will enter into a separate Statement of Work for the additional work.

(i)   The following exclusions will apply to the Asset Inventory Management Services:

(i)   Integration with the Customer's CMDB or asset register(s).

(ii)   Tracking of any financial data or depreciation information.

(iii)   Tracking of any information pertaining to agreements/contracts between the Customer and their partners or third parties.

(iv)   Device lifecycle management relating to procurement, logistics, third-party contracts and Asset refresh programs.

(v)   Device lifecycle management relating to physical Asset deployment, secure wipe and disposal.

(vi)   Physical Asset deployment to any Remote Locations.

(vii)   Software license recording and tracking of any software that is not part of the Managed Operating Environment ("**MOE**").

(viii) Physical audits of any Customer site.

(ix)   Mobile devices (including tablets) not included under management of the in-scope support Services.

(x)   Consumables or peripherals.

(xi)   License management.

(xii)   Insurance relating to the shipping, transfer, or postage of Devices during physical deployment or other times.

(xiii) Devices that are Dead on Arrival.

(xiv)   Devices that are not enrolled into and managed via Intune.

(xv)   Any "Bring Your Own Device" ("**BYOD**").

(xvi)   Tracking and management of items such as cables, adaptors, screens, monitors, docking stations, keyboards, power boards, mice and anything not stated as a supported device.

10.   Service Specification: Service Desk

10.1   Interactive will provide the below subset of services to the Customer as part of the Service Desk Services. The Service Desk will act as the first point of contact for the Customer's Users.

10.2   The End Users can log Tickets to the Service Desk using the contact methods set out in the Digital Workplace Service Terms:

10.3   Service Specification: Remote User Support

(a)   Interactive will provide remote support to the Customer's Users ("**Remote User Support**") which consists of the following:

(i)   Basic Level 1 Device support related to Operating System, Device performance and Device provisioning issues for Customer's Users.

(ii)   Level 1 technical support for fault resolution of standard supported and in-scope Applications (defined in Appendix A) on User Devices.

(iii)   Support for Device file storage such as OneDrive and SharePoint, limited to access requests, allocation, permission control, connectivity, and capacity issues.

(iv)   Technical support is limited to providing support related to availability and accessibility to the identified in-scope Applications.

(v)   Vendor escalation for standard supported and in-scope Applications.

(b)   The following are excluded from the Remote User Support:

(i)   Any configuration and/or feature changes to Applications to suit business needs.

(ii)   Support to facilitate Application functional outcomes such as if a User is unable to use a macro feature or any other app functionality.

(iii)   Troubleshooting of compatibility between new versions of Applications.

(iv)   Troubleshooting of vendor software bugs introduced by updates.

(v)   Installation and/or packaging of non-standard Applications.

(vi)   Performing any updates to Applications.

10.4   Service Specification - User Administration

(a)   Interactive will provide user administration support to the Users ("**User Administration**") which consists of the following:

(i)   Managing and maintaining the Customer User accounts, permissions, and access levels within Active Directory and/or other systems that Interactive manages.

(ii)   Creation of new User accounts, resetting passwords, managing access to specific resources and systems and enforcing security policies.

(iii)   Support and assistance to Users experiencing issues with their accounts or access.

(iv)   Assistance to Users relating to Multi Factor Authentication ("**MFA**") access.

10.5   Service Specification: Training Services

(a)   Interactive will provide training services to the Customer ("**Training Services**") which consists of the following:

(i)   Provide "as-required" training and education to the Users on basic issues encountered to enable them to avoid or self-serve the similar issues in future.

(ii)   Create quick reference guides for on-boarding and offboarding of Users.

(b)   The following are excluded from the Training Services:

(i)   Training on the launch of any new Applications or software.

(ii)   Any functional training of supported or third-party Applications.

10.6   Service Specification: Hardware Support Services

(a)   Interactive will provide hardware support ("**Hardware Support Services**") which consists of the following:

(i)   Troubleshooting for basic Level 1 hardware issues on User Devices such as Device provisioning issues.

(ii)   Hardware break/fix support is limited to in-scope Customer Devices (under warranty) only (laptops/desktops/mobile devices).

(iii)   For any unresolved issues related to Devices Interactive will log a call between with the Customer's hardware vendors/ Original Equipment Manufacturer and the respective resolver teams within Interactive.

(iv)   Co-ordination of hardware warranty replacement as agreed with the Customer.

(v)   Escalation and triage to the Customer's hardware maintenance vendor.

(b)   The following are excluded from the Hardware Support Services:

(i)   Hardware procurement and disposal.

(ii)   Hardware replacements.

(iii)   Device refresh.

(iv)   Hardware maintenance.

10.7   Service Specification: User Onboarding Services

(a)   Interactive will provide support for Customer's User onboarding ("**User Onboarding Services**") which consists of the following:

(i)   Coordination of the deployment of hardware/joining kit to new joiner(s) with the Customer's IT Site Champion.

(ii)   Active Directory Account creation.

(iii)   License assignment.

(iv)   Standard application access as agreed with the Customer.

(v)   Enrolment profile(s) for the Users.

10.8   Service Specification: User Offboarding

(a)   Interactive will provide support for Customer's user offboarding ("**User Offboarding**") which consists of the following:

(i)   Device wipe-out.

(ii)   Access revocation and disabling.

(iii)   Co-ordinate the return of Devices to the Customer's IT Site Champion.

(iv)   License revocation and assignment back to pool.

10.9   Service Specification: Third-party Support and Co-ordination Services

      (a)   Interactive will provide support for third parties ("**Third-Party Support and Co-ordination Services**") which consists of the following:

           (i)   Coordinate activities with the Customer's third parties as agreed during the Transition Project Phase to resolve any related IT issues or complete Service Requests.

           (ii)   Where the Customer acquires Onsite Support, Interactive will assist the Customer's third-party providers (as agreed) to resolve issues requiring hands and feet support at Customer sites.

           (iii)   Provide co-ordination assistance with the Customer's third-party vendors for Ticket resolution.

           (iv)   Request, coordinate and facilitate Customer's IT vendor visits when required for IMAC in scope. Facilitation of visits will align with the Customer's requirements and procedures for external visits to a site.

10.10   Service Specification: Service Delivery Services

      (a)   Interactive will provide service delivery Services to the Customer ("**Service Delivery Services**") which consists of:

           (i)   Conducting a monthly Operational Governance meeting between the Customer and Interactive staff.

           (ii)   Provide a consolidated monthly report highlighting the following:

                A.   Summary of Service Level Targets.

                B.   Incident volumes sorted by priority.

                C.   Summary of post Incident reports for Priority 1 Incidents.

                D.   Service Request volumes.

                E.   Aged Tickets (not solved within seven days of creation).

      (b)   Interactive and the Customer will agree on a cadence, schedule and quorum for all governance forums (operational and commercial).

10.11   Service Specification: Microsoft 365 Support

      (a)   Interactive will provide basic troubleshooting support for Microsoft 365 ("**Microsoft 365 Support**") which consists of the following:

Activities	Interactive	Customer
General Administration		
User license assignments and management via Microsoft 365 Portal	RA	CI
Azure Active Directory Account Administration	RA	CI
Exchange Online		
Email address administration (creation, deletion, changes, distribution lists)	RA	CI
Microsoft Outlook profile support (excludes PST file issues)	RA	CI
Mailbox provisioning (Create, delete, move, resize)	RA	CI
Create distribution lists	RA	CI
Maintain Users in a distribution list	RA	CI

Management of online policies such as Exchange Active Sync, Microsoft Outlook	I	RA
Assist Users with recovery of individual emails and mailboxes	RA	CI
Co-ordinate support for escalated client issues (Microsoft Outlook)	RA	CI
Customer Support for on-premises Exchange w/Hybrid	CI	RA
SharePoint Online		
OneDrive and SharePoint Online synchronization support	RA	CI
Moves/adds/Changes for security permissions (excludes setup)	RA	CI
Customer Support for on-premises SharePoint w/Hybrid	CI	RA
MS Productivity Suite (MS Office)		
Basic troubleshooting only, restricted to installation and activation for in-scope Office apps (defined under Appendix A)	RA	CI
Configuration of User access to MS Office Applications	RA	CI
Re-installation of MS Office client software on Customer Devices	RA	CI
Co-ordinate escalation to Microsoft where required	RA	CI
Microsoft Teams		
Teams Desktop Client – Basic troubleshooting of application	RA	CI
Provide support in enabling and using Microsoft Teams	RA	CI
Add-Ons		
Level 1 support for Intune - Guidance and assistance on enablement, usage, best practices, policy creation, deployment	RA	CI
Basic troubleshooting support for Azure Active Directory	RA	CI

(b) The in-scope Microsoft 365 Applications must be either at the latest approved software version "N" or "N-1" on supported OS only. Applications with versions less than N-1 would be considered as "Out of Scope".

(c) Support is limited to the following Operating System versions for desktops and laptops:

   (i) Windows PCs: Windows 10/ Windows 11; and

   (ii) MacBook: macOS Ventura/ macOS Monterey.

10.12 Service Specification: VIP User Support

(a) If set out in the CMS SOW, Interactive will provide specialised VIP User support to Customers who have provided Interactive with a defined a list of VIP Users.
For example, Executive Leadership Team (ELT) members.

(b) VIP Users may place a Service Call to the Service Desk via the dedicated phone number which will be provided to the Customer by Interactive during the Transition in Project exclusively for use by the VIP Users), All calls made by a VIP User will be prioritised (over other callers), then triaged and escalated to appropriate SMEs for a quicker resolution.

(c) Standard SLAs are applicable based upon the priority of the Incident or Service Request logged by the VIP User.

(d) If the Ticket can be fixed by the Level 1 Support team the Service Desk team will resolve it.

(e)   If the Ticket is too complex such that it cannot be fixed by the Level 1 Support team, the Ticket will be escalated to the next level.

(f)   If the Ticket cannot be fixed by the Level 1/Level 2 Support teams, it will be escalated to Level 3 Support teams which consist of:

    (i)   Senior SMEs (e.g. Digital Workplace Operations); and

    (ii)   Liaison with OEMs or Vendors (e.g. Microsoft)

(g)   Interactive will provide regular updates to the VIP Users (or their assistants).

(h)   Follow-up is done after the issue resolution to confirm if everything is functioning properly.

(i)   Assumption: Any VIP User Ticket qualifies as applicable only to that VIP User. For the avoidance of doubt, if the same Incident affects other non-VIP Users, then separate Service Requests or Incidents must be logged by those other affected Users and the other affected Users will not receive the priority escalation provided to the VIP Users.

(j)   Interactive will provide VIP services at an additional charge per User as set out in the CMS SOW.

(k)   VIP User Support: RACI Matrix:

Activities	Interactive	Customer
Dedicated phone number setup for VIP User support	RA	CI
Update "the provided VIP User list" in the ITSM tool	I	RAC
Provide priority-based Support to VIP Users	RA	CI
Finalize the VIP User list	CI	RA
Follow-up with VIP User for Ticket updates and closure	RA	CI

11.   Service Call Logging

11.1   The Service Desk is available 24x7x365 to receive Service Calls for all in-scope Priority 1 and Priority 2 Incidents.

11.2   The Service Desk is available during the Service Desk Support Hours to receive and respond to the Service Calls for all priority Incidents.

11.3   Service Calls received outside of Service Desk Support Hours will be triaged and managed according to their Priority on the next Business Day.

11.4   Service Calls made outside of Service Desk Support Hours that are of a non-urgent nature (single User Incidents or requests / Priority 3 or 4) must be logged by the Customer via the Customer Portal.

12.   Service Level Agreements

12.1   The following Service Level Targets apply to the Service Desk Services, each as further described below:

(a)   Service Desk Telephony Metrics: As defined in the below Table A.

(b)   Service Desk Incident KPIs: As defined in the below Table A.

(c)   Service Requests: Response Time, Resolution Time and Update Time: As defined under clause 11 of the Digital Workplace Service Terms.

(d)   Incidents: Response Time, Resolution Time and Update Time: As defined under clause 11 of the Digital Workplace Service Terms.

12.2   Table A: Service Desk Telephony Metrics and Incident KPIs:

Service Level Target Description	Service Level Target	Measurement Window
Telephony Metrics		
Average speed to answer * Applicable during Service Desk Hours only	80% Service Calls answered in 45 secs	Monthly
Abandonment Rate	Abandonment Rate <=4% a) **Abandoned Call** means where the caller hangs up before being connected to a live agent in the service desk. b) **Abandonment Rate** means the number of Abandoned Calls divided by all Service Calls made to the service desk	Monthly
Incident KPIs		
Incident Resolution Rate	85% of all in-scope incidents will be resolved as per priority mapping matrix (as defined in the Digital Workplace Service Terms)	Monthly

13. Definitions

13.1   Unless the context otherwise requires, words and expressions defined in the Master Services Agreement have the same meaning in this Service Description and any terms not defined herein have the meaning set out in the Master Services Agreement.

13.2   The following definitions apply to this Service Description:

24 x 7 x 365 means 24 hours per day, every day of the year.

Asset means the Customer's device information such as make, model, serial number, location etc.

Asset Register means the list of Devices used by the Customer's End Users. This list is provided by the Customer to Interactive and will be updated in the ITSM tool by Interactive.

Change means the addition, modification, or removal of anything that has, or could have, an effect on the IT Environment.

CMDB means a configure management database used to store IT configuration and infrastructure information, it contains all relevant information about the hardware and software components used in Customers' IT services and the relationships between those components.

Customer Portal in relation to the Managed Service Desk Services means the portal provided by Interactive to the Customer to enable the Customer's Users to lodge Service Requests into Interactive's ITSM platform. No other access to or functions within the ITSM platform will be provided to the Customer.

Devices in relation to the Managed Service Desk Services means the Customer's in scope owned and supplied desktops, laptops, mobile phones, tablets, and thin clients.

IMAC means, for Devices, installation, moves, adds or Changes.

Intune is a Microsoft cloud based unified endpoint management ("UEM") tool that aims to help organisations manage the devices used by their employees to access corporate data and applications, such as email.

IVR stands for Interactive Voice Response.

ITSM Tool means the IT Service Management tool (e.g., ServiceNow) which is the set of policies, processes and procedures to design, plan, deliver, operate, control and improve customer-oriented IT.

IT Environment means the Customer's IT environment, including applications, networks, servers, hosts, and workstations, which may be located or hosted at the Customer's premises or hosted externally (for example, at an Interactive facility).

Knowledge Articles refers to a piece of online documentation that answers a frequently asked question or provides instructions for solving a problem that Customers commonly run into. Common knowledge base article types include informational articles, how-tos, troubleshooting guides, and FAQs.

Knowledge Management means the IT service management process of developing and maintaining knowledge base articles (documentation) within the ITSM tool for use by the Service Desk agents.

Level 1 and Level 2 Support refers to basic troubleshooting and support offered typically by a Service Desk team. This may involve teams from Interactive or the Customer side.

Level 3 Support means escalated support for issues that could not be fixed by Level 1 and Level 2 Service Desk teams.

Managed Service Desk Services means the services described in this Service Description.

MFA stands for Multi-Factor Authentication that is a security measure that requires two or more proofs of identity to grant you access.

Onsite Location means the Customer's locations as specified in the CMS SOW, where onsite Managed Service Desk Services will be performed.

Problem Management refers to IT service management process tasked to prevent incidents from re-occurring.

Remote Location means the Customer's locations as specified in the CMS SOW, for which Managed Service Desk Services will be provided remotely (which may be from any Interactive or contractor location).

Service Desk Support Hours means the hours between 8am and 6pm AEST on Business Days.

Site Champion means to the IT admin available at the Customer site location.

SSO stands for Single Sign-On which is an identification method that enables Users to log in to multiple Applications and websites with one set of credentials.

SSPR means the Self-Service Password Reset that gives Users the ability to change or reset their password, with no administrator or Service Desk involvement.

Ticket (or a Service Call) stands for an incident, or a service request being logged by users to the Service Desk.

Unit Price means the price per User or Ticket under management, as set out in clause 2 of the CMS SOW.

Users means the Customer's employees or contractors that are set up as users in the Customer's Active Directory and under the scope of Digital Workplace Services support by Interactive.

Appendix A
In-Scope Applications

1. Interactive will provide the in-scope support as agreed with the Customer for the Applications listed in item 3 below that are part of the MOE installed on the Customer's User Devices (Laptops and Desktops).

2. Support for Applications is limited to accessibility and availability of the same on supported OS (Windows and MacOS).

3. In-Scope Applications:

Product Family	In-scope Applications
Microsoft Office	Office, Excel, PowerPoint, Visio, Project, SharePoint, OneDrive, OneNote, Outlook
Adobe	Adobe Reader, Adobe Professional, Adobe Photoshop, Adobe Creative Cloud
Citrix	Citrix Workspace
Internet Browsers	Google Chrome, Microsoft Edge, Safari (MacOS)
Collaboration	Microsoft Teams
Mobile Apps	Native Email client, Microsoft OneDrive, and Microsoft Teams