

End User Services - Endpoint Management

1 Overview of Service

Endpoint Management provides inventory, imaging, patching, and reporting for ongoing support of the End User Windows laptop and desktop environment.

1.1 NTT's Endpoint Management provides:

- (a) Asset Management: monthly standard OS patching
- (b) Application Distribution: third-party application patching for any non-NTT managed In-Scope Applications identified in SOW, with patches provided by the third party or Client.
- (c) Configuration Management: monthly reporting showing physical (CPU, RAM) and logical inventory (users, version of OS)
- (d) Compliance Enforcement: monthly reporting showing compliance of required OS patching
- (e) Windows laptop and desktop lifecycle management - new/repurposed Windows PC imaging

2 Client Responsibilities

- (a) Client must contract for End-user Integrated Operations Center (a.k.a End-user Service Desk) or provide level-0 and level-1 support and troubleshooting for end-user community through Client's existing help desk.
- (b) Maintain functional asset management of endpoints (locations, cost centers, remote licensing, contracts)
- (c) Creation of application list and scope for images
- (d) Provide third-party applications for distribution
- (e) Provide third-party application patches for any non-NTT managed In-Scope Applications identified in the SOW
- (f) Unless specified in the SOW, assist NTT to troubleshoot patches, maintain software support contract with vendor of Endpoint OS and delegate authority to NTT's engineers to contact the vendor directly on behalf of Client to resolve Client specific incidents
- (g) Provide on-site resource to perform laptop or desktop imaging
- (h) Client and Client users must agree and accept to all required end user license terms.

3 Service Specific Operations

As part of the Service, NTT will provide the following operational tasks:

Task	Description
Inventory and Reporting	<ul style="list-style-type: none"> . Monthly report showing compliance of required Microsoft OS patching for end-point systems . Monthly report showing physical (CPU, RAM) and logical inventory (users, version of OS).
OS Imaging	Image new and re-purposed laptops and desktops with operating system. Note: Requires site survey server at each site to Preboot Execution Environment (PXE) boot to load images; NTT will use a standard OS image
Remote Patch Management	<ul style="list-style-type: none"> Monthly standard OS patching for remote endpoint systems . Upon Client approval, zero-day patches are deployed within 48 hours following Change Request process Third-party application patching for NTT supported EMaaS applications
Remote Application Deployment	Up to fifteen (15) non-web application deployments for supported applications per year to remote system

3.1 Services Available for an Additional Fee

- (a) Upon request, NTT can produce Client reports for inventory component rules (versions of PowerShell installed, etc.) on time and materials basis.

4 Supported Configurations

4.1 The following configurations are supported:

- (a) Physical desktop or laptop running Windows version 10 or higher.

5 Supported Environments

5.1 The following environments are supported:

- (a) Client premises

- (b) Remote End User premises

6 Out of Scope

6.1 The following tasks are out of scope:

- (a) Tasks associated with the migration of an existing installation are not included in standard pricing for this service and must be contracted separately.

7 Service Specific Terms and Conditions

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