

End User Services - Managed Microsoft 365

1 Overview of Service

NTT's Managed Microsoft 365 (M365) Service provides Clients, based on their M365 subscription as specified in the SOW, with tenant management, end user access support, and vendor management for Microsoft M365 desktop applications (Word, Excel, PowerPoint, OneNote, Publisher (PC only) and Access (PC only), as well as email, calendar and collaboration applications (Exchange Online, Outlook, Teams, SharePoint Online, OneDrive and Yammer).

IMPORTANT

This applicability of this service description is limited by the functionality of the applications in Client's M365 subscription and corresponding M365 subscription provided by the Client or NTT under a separate agreement.

1.1 Standard features include:

- (a) On-boarding & Migration: Full planning and execution including prerequisites, solution design, setup, and hybrid configurations
- (b) Adoption Strategy: Encourage adoption of M365 features with user onboarding to reduce knowledge gap
- (c) Centralized file usage on OneDrive, SharePoint and Teams
- (d) Management and Support:
 - (i) Ongoing management of Microsoft M365 core, email and calendar applications
 - (ii) End-user support for Microsoft applications via NTT's Integrated Operations Center, when in scope in the SOW
 - (iii) Provide access to 3rd party vendor escalation for advanced troubleshooting, if applicable

2 Client Responsibilities

- (a) Client must maintain a contract with NTT 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) Setup, configuration and management of M365 components not managed by NTT (i.e., MS Bookings, Lists, Forms, Stream, Sway, Power BI, Power Automate and Planner etc.).
- (c) Manage billing and renewal operations for Client provided M365 subscription (licensing).
- (d) Define, publish, abide by and enforce of an employee Acceptable Use Policy for users of Service in accordance with [Microsoft's Universal License Terms For Online Services](#) and any other applicable Microsoft required terms and conditions.
- (e) Identify a point of contact(s)(Administrators) to communicate incidents, requests for information and change requests to NTT.
- (f) Setup, configuration and management of any M365 integration, not supported by this Service (here after "3rd Party Vendor Integration").
- (g) Provide 3rd Party Vendor Integration support and/or escalation for advanced troubleshooting, if applicable.
- (h) Client warrants that it has obtained all consents necessary for the data to be processed on its behalf for the M365 services and that it has a legal basis for requesting such information (excluding consents from NTT employees and agents).
- (i) Client must maintain an active M365 subscription through NTT or another provider under a separate SOW or service description.
- (j) M365 – Portal (Common):
 - (i) Provide NTT M365 Online account (provided by CSP, Direct or EA) with Global Administrator and Services Administrator roles
 - (ii) In case of EA Enrolment, the Governance Hierarchy must be defined and provided
 - (iii) Provide NTT access to Domain Controllers and Entra ID used for M365 End-user authentication
 - (iv) Enable NTT Privileged Access Management to access allow NTT to access and manage the client's services within Microsoft 365 Admin Center
 - (v) Definition of M365 Security policy: access control, roles, encryption, etc.
 - (vi) Provide NTT access and users/groups definitions for client personnel
 - (vii) NTT support teams must be granted permission by Client to open support cases under Client Microsoft Subscription

- (viii) Allow NTT to perform audit to confirm license validation, M365 configuration, including security, roles, and users, meet Microsoft best practices in order to take over management of the M365 Online account
- (ix) Allow NTT to create an Application (Client) ID, Directory (tenant ID), and client Secret Key value for a registered application in Microsoft Azure with the following permissions for NTT to monitor and manage M365:

Group.ReadWrite.All allows the app to create groups, read all group properties and memberships, update group properties and memberships, and delete groups. Also allows the app to read and write conversations.

GroupMember.ReadWrite.All allows the app to list groups, read basic properties, read and update the membership of the groups this app has access to without a signed-in user. Group properties and owners cannot be updated and groups cannot be deleted.

Directory.ReadWrite.All allows the app to read and write data in your organization's directory, such as users, and groups, without a signed-in user. Does not allow user or group deletion.

User.ReadWrite.All allows the app to read and update identity risky user information for your organization without a signed-in user.

- (x) Exchange Online:

Provide definitions for user email/data migration planning, design, scheduling and implementation

Integration of external email system, if applicable

Provide configuration of Exchange DLP definitions, if applicable

Provide configuration of Exchange Journaling rules, if applicable

Provide Exchange Mobile Device policies definitions, if applicable

Support Client-provided cloud or server-based spam and antivirus support hosted by Client (i.e., ProofPoint)

Provide configuration of ediscovery/hold policies definitions

Execution of ediscovery searches

Perform mailbox exports

Management (create, edit, delete, enable/disable) of users / groups - View-Only Organizational Management, Recipient, Compliance, Hygiene, Records, Help Desk, View-Only Recipients Roles

Management (create, edit, delete, enable/disable) of alias, redirections and permissions at the mailbox and public folder level

- (xi) SharePoint Online:

Perform SharePoint data migration planning, design, scheduling and implementation

Perform site collection content management, including version control, access control, content security, list/libraries and other functional content related tasks

Perform any custom SharePoint development work that extends the functionality of SharePoint Online, including but not limited to custom WSPs, custom Master Pages, page layouts, themes and web parts

Deploy WSP solutions into SharePoint Online

Perform requests for user acceptance testing, code changes (SPFx) and content management

Manage SharePoint site collection features, users and access management

Manage 3rd party vendor escalation for advanced troubleshooting if applicable

- (xii) Teams:

Setup, configuration and management (3rd Party Vendor Integration) of Voice over Internet Protocol (VoIP) and/or Public Branch Exchange (PBX) system(s)

3 Service Specific Operations

3.1 Monitors

The following monitors can be configured by default:

Monitor	Description	Alert	Performance Info	Resolution
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M365 Activity	Monitors individual M365 services and their associated user activity	No	Yes	N/A
M365 Availability	Tracks the availability of certain services including Exchange sign-in, voice mail, email, calendar, Microsoft portal, and billing page, as well as the total number of users that are utilizing the applications	Yes	Yes	Engineering Teams will attempt to diagnose and try to solve the issue and escalate to Microsoft and/or the Client if needed
Hybrid Resources Availability	Monitor availability of hybrid resources (Microsoft Entra, Entra ID Connect, Exchange server)	Yes	Yes	Engineering Teams will attempt to diagnose and try to solve the issue and escalate to Microsoft and/or the Client if needed
Teams Activity	Monitors the last seven days of Microsoft Teams activity	No	Yes	N/A
Teams Usage	Monitors the last seven days of Microsoft Teams device usage by the number of users	No	Yes	N/A
OneDrive File Activity	Monitors OneDrive total and active files, as well as the time since the report was last updated	No	Yes	N/A
OneDrive Storage Usage	Monitors OneDrive total storage used	No	Yes	N/A
Email Activity	Monitors Outlook total and rate counts for read, received, and sent emails	No	Yes	N/A
SharePoint Health	Monitors the overall status of the SharePoint site	Yes	Yes	Engineering Teams will attempt to diagnose and try to solve the issue and escalate to Microsoft and/or the Client if needed
Yammer Usage	Monitors Yammer usage by device type	No	Yes	N/A

Alerts related to elements not under NTT management will be escalated to the Client.

3.2 Service Requests

The fulfillment of the following types of requests is included:

Task	Description
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M365 Portal Management	Add users, restore users, assign user to a role, assign or cancel a license for a user, change user data properties
M365 Portal Management	Change password expiration policies
M365 Portal Management	Changes to MFA
M365 Portal Management	Configure reports depending on the Office 365 subscription such as email activity, mailbox usage, office activations etc. For detail of report types, please refer to: https://support.office.com/en-us/article/activity-reports-in-the-office-365-admin-center-0d6dfb17-8582-4172-a9a9-aed798150263?ui=en-US&rs=en-US&ad=US
M365 Portal Management	Automate reports to send to the client mailbox
Exchange Online	Management of users/groups/shared mailbox/contacts: Creation of users and groups in the Exchange Online portal, including properties and attributes (such as SMTP addresses), group assignment and other maintenance tasks; included tasks are also management of alias, redirections and permissions at the mailbox and public folder level
Exchange Online - Administrative tasks automation	Creation and configuration of Powershell cmdlets for administrative tasks related to the management
Exchange Online - Management of Public Folders	Configuration of replication of Public Folders
Exchange Online - Active Sync management	Management of mobile users access
Exchange Online - Distribution list management	Add, modify, delete and update any distribution, contact, mailing and group list
Exchange Online - Email Archiving management	Change email archiving setting per user policy
Exchange Online - Email Management	Recovery of deleted Mailbox for less than 30 days
Exchange Online - Email Management	Configure In-place eDiscovery function
Exchange Online - Support case management with Microsoft	If an issue with the Exchange Online service requires that a support case be opened with Microsoft, NTT will open the case on behalf of the client communicating any requested information between the two parties (permission to open support tickets must be granted, see Limitations)
SharePoint Online - Management of Sites Collection	Enable, disable or changes on parameters like owner, Sharing Usage, configure Storage Quotes, configure Server Resources Quotes
SharePoint Online - Management of Sites Collection	Create Site Collections
SharePoint Online - Management of Sites Collection	Recover deleted Site Collection
SharePoint Online - Users Management	Administration of User properties, User profile, User subtype management, users permissions management and policies management
SharePoint Online - Organization Management	Administration of organization properties, profiles and subtypes
SharePoint Online - My Site Configuration Management	Setup My sites, Setup trusted Host Locations and Manage promoted Sites
SharePoint Online - Sharing Usage	Changes about sharing outside the organization, type of links, permission links, additional configuration options and Notifications

SharePoint Online - Global Configuration	Enable, disable or change on parameters related of sites, subsites, sites pages, IRM and Sync Options
SharePoint Online - Access Control	Access control based on network Location
SharePoint Online - Security	Apply information security (could add additional licenses like EMS)
SharePoint Online - Support case management with Microsoft	In case there is an issue with the SharePoint Online service and the Client requires NTT to open a support case with Microsoft, NTT will be performing those tasks and relaying the requested information between the two parties

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Tasks Included in Standard Transition

The following tasks are included:

Task	Description
Active Directory integration	Setup, configuration and ongoing management of federation sharing
M365 Portal Management	Creation of M365 subscription
M365 Portal Management	Installation and configuration of Entra ID Connect / Entra ID Synchronization application (if using hybrid mode)
M365 Portal Management	Installation and configuration of Active Directory Federation Service (if utilizing Single-Sign on) (if using hybrid mode)
M365 Portal Management	Creation of users/groups required for the service inside Entra ID
M365 Portal Management	Create a custom landing page for M365 Services
M365 Portal Management	Document new tenants
M365 Portal Management	Add and validate Client domains in the portal
M365 Portal Management	Create Users/Groups in the system; assign or cancel licenses for users, assign admin role to users, create shared mailboxes, create and implement security policies
M365 Portal Management	Enable and configure MFA in the M365 tenant
M365 Portal Management	Document client settings of M365 configuration using system-generated reports and templates
M365 Portal Management	Enable Customer LockBox, for use when the Client requires NTT to open a support case with Microsoft; NTT will perform enablement tasks and manage the workflow connection with Microsoft Engineer
Exchange Online	Initial setup of M365 for Exchange Online (subscription creation not included, see Limitations)
Exchange Online	Setup, configuration and ongoing management of one email domain
Exchange Online	Connection of the Exchange server to the M365 server (if using hybrid mode)
Exchange Online	User Email/Data migration planning, design, scheduling and implementation in conjunction with the Client's definitions and requirements.
Exchange Online	Configuration of Microsoft Exchange Archiving/Retention policies, if applicable
Exchange Online	Configuration of Microsoft Exchange data loss prevention ("DLP"), if applicable, in conjunction with definitions from Client
Exchange Online	Configuration of Microsoft Exchange Journaling rules, if applicable, in conjunction with definitions from Client
Exchange Online	Configuration of Microsoft Exchange Mobile Device Policies, if applicable, in conjunction with definitions from Client

Exchange Online	Sender Policy Framework (SPF), Domainkeys Identified Mail (DKIM), Domain-based Messaging, Authentication, Reporting and Conformance standard (DMARC) setting in collaboration with DNS owner
Exchange Online	User requirement gathering sheet will be sent to Client to gather the following information; this file will be imported via M365 portal for account creations:
Exchange Online	User information
Exchange Online	Assign email address and alias
Exchange Online	Contact and Distribution lists
Exchange Online	Permission settings
Exchange Online	Archiving setting
Exchange Online	Retention policy applied to different user groups
Exchange Online	Blacklist and Whitelist
Exchange Online	Configuration via PowerShell script
Exchange Online	Configure connectors (transport rules) and filtering requirements
Exchange Online	Configure of Client provided cloud or server-based spam and antivirus support to work with Exchange Online (e.g., ProofPoint).
Exchange Online	Configure the standard Reports depending on your Office 365 subscription such as email activity, mailbox usage, office activations etc. For detail of report types, please refer to below link: https://support.office.com/en-us/article/activity-reports-in-the-office-365-admin-center-0d6dfb17-8582-4172-a9a9-aed798150263?ui=en-US&rs=en-US&ad=US
SharePoint Online	Initial setup of M365 for SharePoint Online (subscription creation not included)
SharePoint Online	Connection of the SharePoint server to M365 (if using hybrid mode)
SharePoint Online	Configure TCP/IP ports, protocols and firewall
SharePoint Online	Configure DNS
SharePoint Online	Using Entra ID connect, configure and check directory synchronization.
SharePoint Online	Setup, configuration of domains
SharePoint Online	Administer and manage global SharePoint Online (require Global Admin rights)
SharePoint Online	Manage Microsoft support escalation for advanced troubleshooting
SharePoint Online	License registration on the environment and assignment to the users
SharePoint Online	Give admin access to the client users to manage platform
SharePoint Online	Configure the Reports depending on your M365 subscription such as storage usage, accesses, or activity in SharePoint Online. For detail of report types, please refer to below link: https://support.office.com/en-us/article/activity-reports-in-the-office-365-admin-center-0d6dfb17-8582-4172-a9a9-aed798150263?ui=en-US&rs=en-US&ad=US
M365 subscription	If the Client subscription will be delegated to NTT for management, then NTT will first audit the configuration

5 Supported Technologies

5.1 The following technologies are supported:

- (a) Microsoft 365 Enterprise E1, E3, E5, Microsoft 365 Business Standard, Premium and Microsoft 365 Apps for Business

- (b) Microsoft M365 desktop applications (Word, Excel, PowerPoint, OneNote, Publisher (PC only) and Access (PC only)), as well as email, calendar and collaboration applications (Exchange Online, Outlook, Teams, SharePoint Online, OneDrive and Yammer)

IMPORTANT

Check support for recently released (last 6 months) or modified (last 6 months) versions/editions of M365 with your Service Delivery representative.

5.2 The following configurations are supported:

- (a) Physical desktop or laptop
- (b) Virtual Desktop using:
 - (i) Terminal Services or Remote Desktop Services (RDS) with the same versions as the underlying Windows Operating System (see Application Infrastructure Management - Managed Operating System for supported versions)
 - (ii) XenApp 6.x (all versions)
 - (iii) XenApp 7.x (without XenDesktop)
 - (iv) VMware Horizon View 6.x

6 Supported Environments

The following environments are supported:

- (a) Client premises
- (b) Remote end-user premises
- (c) NTT managed data centers
- (d) Azure

7 Out of Scope

The following tasks are not included as part of this Service and are not supported unless defined in SOW.

8 Managed M365

The following tasks are not included in the Managed M365 Service:

- (a) Migration from SharePoint / Exchange on premise to Online versions
- (b) End-user support for M365 services (see Client Responsibilities section herein)
- (c) Any M365 application not listed in Support Technologies section
- (d) Setup, configuration and management of 3rd Party Vendor Integration to M365

9 Standard Transition

The following tasks are not included in the standard transition of this Service:

- (a) Any task that hasn't been explicitly mentioned
- (b) Design, Topology and Technical Architecture
- (c) Creation of custom reports; custom reports are available for an additional charge
- (d) License procurement and renewal of Client provide M365 subscription
- (e) Setup and configuration of M365 components not managed by NTT (i.e., MS Bookings, Lists, Forms, Stream, Sway, Power BI, Power Automate and Planner etc)
- (f) Managed Antivirus services must be contracted separately
- (g) Managed Backup services must be contracted separately
- (h) Support for PBX or third-party phone systems for Microsoft Teams