



Google Workspace Migrations

SERVICE SPECIFICATION

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Microsoft in
Education Global
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VERSION CONTROL

Author and document information

Author/Document Info	
Author	Rob Lloyd
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1.0	17/05/2022	Rob Lloyd	Initial release
2.0	04/03/2024	Rob Lloyd	Minor Formatting

SERVICE SPECIFICATION

Introduction

This Service Specification describes the service and levels of service that ('the client') will receive from EasiPC Services Ltd ("EasiPC")

This Service Specification should be read alongside the EasiPC standard terms and conditions. <https://easipc.co.uk/tcs/>. Although the Service Specification covers key areas of the client's IT systems and support, the terms and conditions may include areas not covered by this Service Specification.

Purpose

The client depends on IT equipment, software, and services (together: 'the IT system') that are supported by EasiPC. Some of these items are of critical importance to the client.

This Service Specification helps define the areas EasiPC will support, any exclusions and the client's responsibilities.

This Service Specification forms an important part of the contract between the client and EasiPC, its purpose is to better enable the two parties to work together effectively.



SERVICE OVERVIEW

EasiPC Google Workspace Migration

The EasiPC Google Workspace Migrations service is a fully managed end to end transformation service. Based on years of experience, delivered by a Google Education partner the Google Workspace migration service will ensure your move to the cloud is low risk and simple.

The EasiPC Google Workspace migration service helps schools and education organisations move from any source to Google Workspace. Throughout the migration process you will be fully supported, including but not limited to training, workshops, a pilot scheme, full scope of work, and user acceptance testing.

Key Features

The key features of the EasiPC Google Workspace Migration are:

- Data migration from on-premises SharePoint.
- Data migration to Google Workspace from network file shares.
- Data migration from Microsoft 365.
- Data migration from Exchange on premise, Exchange Online, Gmail and other POP/IMAP services.
- Migration services include full configuration, planning and implementation.
- Migration services include Google Workspace platform architecture.
- Security planning for Google Workspace migration including Google Workspace governance.



RESPONSIBILITIES, EXPECTATIONS, AND EXCLUSIONS

EasiPC responsibilities

EasiPC will ensure the following services are provided:

- EasiPC to provide a fully managed Migration service from the source service/s.
- Google Workspace will be configured to the end users requirements based on an agreed scope of work.

Client responsibilities

The client will ensure:

- Maintain effective communication with EasiPC, notify EasiPC of issues or problems in a timely manner using the online ticketing portal.
- Provide EasiPC with access to equipment, software, and services for the purposes of maintenance, updates, and fault prevention.
- Maintain an up-to-date record of licensing for example Microsoft Volume Licensing.
- The client will use EasiPC provided IT systems as intended.
- You are responsible for providing and maintaining all end user equipment not covered under this agreement.
- You are responsible for ensuring that all data is being backed up except in where EasiPC provide a separate managed backup service. You will undertake regular checks that all your Protected Data is being successfully backed up.
- You are responsible for storing your passwords in a safe, secure place and notifying EasiPC of any password breaches.
- You are responsible for ensuring that you have access to appropriate level of technical knowledge to use the systems and to maintain them as required.
- You are responsible for ensuring that our email notification list is kept up to date and you have obtained consent from the data subject if uploading Personally Identifiable Information.
- You are responsible for monitoring the automated emails we send you and to contact the EasiPC Support Desk in the event of a query or failure.
- You are responsible for providing and maintaining contact information to EasiPC so that we can contact you in the event of an issue or for security validation.
- You are responsible for providing relevant requested information to support the investigation and resolution of any issues with the Service. This could include system log files and other information about your system infrastructure.
- You are responsible for ensuring that your use of the Service does not affect the operation of the overall platform. In the event that your usage is adversely affecting the overall platform, your account may be suspended or terminated without liability to EasiPC



upon prior written notice or immediately without notice in the event of a technical emergency.

- You are responsible for notifying us of your desire to cancel the Service, giving the appropriate notice.
- You acknowledge you have read and accept the appropriate privacy policies as part of this agreement.
- You agree to the EasiPC Terms and Conditions as part of this agreement.

Expectations

Key expectations of EasiPC are:

- EasiPC are responsible for providing you with an enterprise class service combined with the highest level of customer service.
- EasiPC are responsible for initial onboarding to the service.
- EasiPC are responsible for the day-to-day technical issues of managing the service, EasiPC will also handle any escalation of technical issues when required.
- EasiPC will assign you a dedicated Account Manager who will be able to discuss any aspect of the service, your requirements, and any future requirements.
- EasiPC are responsible for resolving any issues you raise with the Service within our target resolution times. All service requests are prioritised based on the “Priorities and Response Times” matrix at the end of this document.
- EasiPC are responsible for ongoing updates to the Service where no additional charges are required and at regular intervals EasiPC will inform you of requirements for upgrades.
- EasiPC are responsible for ensuring your data is held in a secure manner and will not provide access to your Protected Data without appropriate security checks being completed.

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QMS
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ISO 9001: 2015
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PLUS

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Commercial
Service
Supplier

Exclusions

This Service Specification is written in a spirit of partnership and EasiPC will always do everything possible to rectify every issue promptly.

However, there are a few exclusions.

- Systems managed or maintained by a third party other than EasiPC.
- Network cabling and installation – This service can be provided by the installation team at an added cost.
- Unsupported/outdated equipment and software.
- Administration of and data entry on school-based systems.
- Audio visual equipment installations – This service can be provided by the installation team at an added cost.
- AV repairs where health and safety are a concern.
- Web design, development, and maintenance.
- ICT Build projects for example server rebuilds, rebuilding multiple devices – This service can be provided by the installation team at an added cost.
- Structured training – This service can be provided by the training manager at an added cost.
- Unmanaged devices – iPads, Chromebooks, Android tables and other devices not managed by a mobile device management system.
- Subject access requests/GDPR requests – We are happy to provide technical support for your staff who are carrying out the access requests.
- Creation and upkeep of asset registers.

Additionally, this Service Specification does not apply when:

- The problem has been caused by using equipment, software or service(s) in a way that is **not recommended** e.g., opening unknown links in emails causing computers/server to become infected with a virus.
- The client has made **unauthorised changes** to the configuration or set up of affected equipment, software, or services.
- The client has prevented EasiPC from **performing required maintenance and update** tasks.
- Unsupported equipment, software or other services have caused the issue.

EasiPC aims to be helpful and accommodating and will do its best to assist the client wherever possible.



Priorities and Response Times

EasiPC aims to respond to all service requests within the define response time matrix (see below). To ensure that service requests are handled as efficiently as possible, all requests should be submitted either via the service desk or the online ticket portal.

Once a service request has been submitted, it will be handled in accordance with the EasiPC call handling processes and where required escalation will be fully managed.

Priority	Target Response Time*	Maximum Response Time*	Target Resolution Time*	Committed Service for Resolution Times	Priority Identifier
Critical	Immediately	1 hour	8 hours	75%	Complete system failure, leaving the client without a working computer network.
High	30 Minutes	2 hours	1 day	80%	A key part of your network is not working impacting upon teaching and learning.
Medium	30 Minutes	4 hours	2 days	85%	A problem that is not affecting the running of the school/academy but needs resolving.
Low	30 Minutes	8 hours	4 days	90%	Single user/device affected or user request.
No Risk	Timescale agreed with the client.	Timescale agreed with the client.	Timescale agreed with the client.	N/A	Longer term projects. No operational impact.

*Times are "business hours" and "working days".

Please note, when EasiPC are awaiting a response from the client, or a relevant 3rd party, the service timer will be suspended until the response is received. Additionally, when it is determined that onsite intervention is required to resolve an issue the timer may be suspended, pending an authorized site visit.

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