

1) Work Package: Microsoft Intune Pilot for Windows Devices

a. Scope

i. Customer Scope

Customer Variable	In Scope
Organisation (s)	<<ClientName>>
Location	<<CustomerCountry>>
Entra ID Tenant	<<TenantName>>
Microsoft Intune for Windows 11	<<TenantName>> M365 Tenant

ii. Service Scope

Service Variable	In Scope	Out of Scope
Resources	Microsoft Intune	All other resources

b. Service Term (Project)

i. Service Start Date: Within ten (10) days from countersign date of this Statement of Work

ii. Service Expiration Date: 12 months from the Service Start Date

All Services must be consumed within 12 months from the Service Start Date. Services not consumed by the Expiration Date are terminated, and any Fees paid for such Services will be deemed earned by Bytes and no refund will be provided. The reinstatement of expired Services will require the execution of a Change Order or new SOW prior to delivery and may be subject to additional Fees.

c. Agreed Work Location

Work delivered for the Service will be conducted remotely from Bytes' registered offices, or proxy locations of employees.

d. Prerequisites

The following pre-requisites for the Project have been identified:

Item	Responsibility	Ready By
Provide a single point of contact (SPOC) for all engagement queries and concerns. The SPOC must identify relevant technical and business stakeholders as requested, and ensure they are available to assist with this engagement if required.	Customer	Discovery phase
Identify maintenance/implementation window(s) appropriate for this project	Customer	Discovery phase
Provide or facilitate access to any systems, information or individuals that is required	Customer	Implementation phase
Appropriate access to Intune/ABM/Android Zero Touch	Customer	Implementation phase
Customer has an existing AAD tenant and Microsoft 365 subscription, which will be used for Intune enrolment and authentication.	Customer	Discovery phase
Customer's devices are compatible with Windows 11 and Autopilot requirements and have been registered in the Windows Autopilot Deployment Service.	Customer	Discovery phase

Customer has provided a list of business applications that need to be packaged and deployed via Intune, along with their installation parameters and dependencies.	Customer	Discovery phase
Customer has defined the desired configuration and security settings for their devices, based on their organisational policies and best practices.	Customer	Discovery phase
Customer has designated a project team, consisting of a project manager, a technical lead, and a business analyst, to coordinate with Bytes and provide feedback throughout the project.	Customer	Implementation phase
Microsoft licences required for Intune and Defender for Endpoint will be available for the project.	Customer	Discovery phase

e. Deliverables

This Service will produce the following Deliverable(s):

Deliverable	Description	Frequency	Sign-Off
Microsoft Intune Windows Pilot – 10 Devices	Discovery, design and configure appropriate areas of Microsoft Intune for a pilot, including the enrolment of 10 Windows 11 devices.	Once	Implementation

f. Service Specification – Microsoft Intune for Windows Devices

Module Overview: <<ClientName>> has approached Bytes Software Services with a request to provide a proposal for a Windows 11 desktop transformation leveraging its current Microsoft Intune and Autopilot. The pilot phase will involve up to 10 devices, and upon successful validation, the solution will be rolled out across the business. This initiative aims to enhance device management and security, ensuring a seamless and efficient transition for <<ClientName>>'s workforce.

This project will enable <<ClientName>> to leverage Microsoft Intune, a cloud-based service that simplifies device management and security for their workforce. <<ClientName>> would like to run a proof of concept to leverage Intune and Autopilot to manage Laptops to confirm its suitability for the business and its staff. This will also facilitate a Windows 11 desktop transformation project in which a curated list of applications will be deployed using Autopilot to chosen new Laptops and Desktops.

This will allow <<ClientName>> to provide a consistent and secure user experience across all their devices, and reduce the time and costs associated with manual setup and maintenance.

Inclusions

The following high-level objectives and deliverables were identified during the Scoping phase of this project. Bytes will discuss the technical configuration requirements for each deliverable during the Discovery Workshop, document the decisions made in a High-Level Design document, and then implement the deliverables in the Implementation phase.

The breakdown of the line items is detailed below:

- Discovery
 - Project Kick off call introducing all stakeholders and project teams.
 - Discovery Workshop to capture project detailed requirements and policies.
 - Review device compatibility with Intune
 - Review current M365 tenant Conditional Access Policies and provide recommendations

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- Review existing policies in scope for Windows 11 devices and provide recommendations
 - Design
 - High Level Design Document outlining the solution.
 - Intune and Autopilot how the solution will facilitate:
 - Current devices rebuilt to Windows 11 and enrolled into Microsoft Intune
 - New devices enrolled and managed with Autopilot
 - New policy recommendations like Windows Hello for Business
 - Bitlocker solution & USB Controls
 - Implementation
 - Up to 10 Users/Laptops will be in scope for the Pilot.
 - Check devices and copy local data to ODfB
 - Configure Intune and Autopilot
 - Enable BitLocker and USB Controls as per design
 - Package up to 10 applications and ingest into Intune
 - Configure in Intune deployment profiles required for the below device types.
 - Up to 10 devices will be in scope for Pilot using the following devices
 - 3 Existing HP Laptops
 - 3 Existing Surface Laptops
 - 3 New Dell Laptops
 - Configure Autopatch and deployment rings
 - Creating and applying up to 10 Intune policies to manage device settings, compliance, and security.
 - Pilot
 - Support during the User Acceptance Testing resolving any snagging issues (Limited to 2 days)
 - Service Transition
 - Providing knowledge transfer and whiteboarding of the solutions.
 - Update the design documentation.
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Exclusions

The following items are explicitly out of scope for this project:

- Procurement of hardware, software and licensing unless explicitly stated in this document.
 - Follow on tasks or documentation, unless explicitly stated in this document.
 - Configuration of Servers.
 - Application packaging for Intune Apps
 - Configuration of on-premises Firewall(s).
 - Deployment of Microsoft 365 services or Azure Resources not covered by the Design Documentation provided as part of this engagement.
 - Testing outside of that defined within this proposal.
 - End User Acceptance Testing and Coordination.
 - End User Support.
 - Bytes will not provide any training or support for the Customer's end-users on how to use the devices or applications.
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	• Bytes will not provide any service level agreements (SLAs) or warranties for the Intune service or devices. • End User Communications. • Mac Devices and Servers. • Windows Devices and Servers. • Mobile Devices and Mobile Application Management. • Changes to Microsoft Defender configuration.
Dependencies	• Required access and permissions to make changes to the environment to be granted to the consultant as required.
Key Information / Assumptions	The following assumptions have been made in creating this proposal: • Customer to identify up to 10 users will be in scope for the Pilot and to create communication plans and inform the users they are required to complete the user acceptance testing. • Customer will provide Bytes with a snagging list following user acceptance testing. • Customer will provide Bytes with the necessary access and permissions to their AAD tenant, Microsoft 365 portal, and Intune console. • Customer will provide Bytes with the installation files and licenses for the business applications that need to be packaged and deployed via Intune. • Customer will provide Bytes with the device serial numbers and hardware hashes for the Windows Autopilot registration. • Customer will provide Bytes with the user and device groups for the Intune policy and profile assignment. • Customer will test and validate the Intune deployment and functionality on a subset of pilot devices before rolling out to the entire organisation. • Customer will be responsible for the on-going maintenance and support of the Intune service and devices after the project completion. • Windows laptops must have a minimum of Windows 10 Pro, Home versions are not supported.
Product(s)	High Level Design Documentation (PDF)
Bytes Resource	Cloud Implementation Consultant
Customer Resource	Technical Lead