

1. Service Overview

Our Microsoft 365 IT-IT Management Service offers, subject to your choice of service tier, first line support, SaaS backup, subscription cost optimisation and CIS benchmark baseline security assessments for your Microsoft 365 platform. In order to use this Service, you must have an active Microsoft 365 tenant and subscriptions either with us or a third party. Please contact us to discuss your option if you wish to procure your Microsoft 365 tenant from a different provider.

As part of our Microsoft 365 IT-IT Management Service offer we will provide you our Microsoft 365 Backup Service (for details see our Microsoft 365 Backup Service Description).

Additional information is included in your Order Form and Statement of Work.

2. Service Deliverables

While the features included in this Service are fixed, you can choose to opt out of implementing any feature. Opting out of a feature will not have any effect on your fees.

Your choice of service tier will be indicated on your Order Form or SoW.

Feature	Essential	Advanced
Service Health Monitoring	●	●
Microsoft 365 Backup Service	●	●
Bi-annual Security Assessment		●

2.1 Service Health Monitoring

We will monitor the Microsoft 365 Service Health and notify you via email for any significant incident reported by Microsoft. This notification will be sent to the nominated email address or distribution list you provide us during the Service Implementation process.

The Microsoft 365 services which we monitor are limited to:

- (a) Exchange Online;
- (b) Identity Service;
- (c) Office 365 Portal;
- (d) OneDrive;
- (e) SharePoint;
- (f) Teams; and



(g) Microsoft Intune.

2.2 Microsoft 365 Backup Service

Our Microsoft 365 Backup Service provides regular external backups of data stored in your Microsoft 365 tenant. The data backed up includes Exchange Online mailboxes, OneDrive for Business, SharePoint sites and files in Teams sites.

Additional information about this service is available in the Microsoft 365 Backup Service Description.

2.3 Bi-Annual Security Assessment

We provide a bi-annual security assessment as part of the Advanced tier.

We will carry out a bi-annual review of your Microsoft 365 tenant as defined in the Microsoft 365 Security Assessment Service Description. As standard we will assess against the EMS E3 L1 benchmark unless otherwise stated in your Statement of Work. The first assessment and report will be delivered as part of the Service Implementation steps, prior the Ready for Service Date, for us to define your Baseline Security Level.

3. Service Implementation

After order acceptance, we will implement the Service as follows:

Service Implementation	Us	You
Phase 1: Essential Services		
We will send you an introductory email along with a data capture form.	●	
You will provide us with the information requested in the data capture form.		●
We will send your nominated Microsoft 365 Global Administrator a CSP Reseller Relationship Request Link.	●	
Your nominated Microsoft 365 Global Administrator will accept and approve the CSP Reseller Relationship Request in your Microsoft 365 Admin Portal		●
We will create a Global Admin account in your Microsoft 365 tenant for us to use to configure and monitor the features of this Service. This account does not require a Microsoft 365 subscription assigned to it.	●	
If, due to your security settings, we are unable to create the Global Administrator account, you will create one for us and provide us with the login details.		●
Phase 2: Advanced Services		
We will set up and configure logon access to the Microsoft 365 Backup Service for your nominated owner.	●	
We will provide documentation to you on how to configure the Backup Service.	●	
You will configure and test the Backup Service to your requirements.		●



Service Implementation	Us	You
Phase 3: Handover		
You will confirm that your Global Admin can access the Microsoft 365 Admin Portal successfully after the changes are complete.		●
You will manage end-user testing of the service.		●
We will confirm the Ready for Service date.	●	

All implementation work will be carried out during Business Hours. We will invoice additional charges for any work undertaken out of hours. We reserve the right to charge additional fees for any change in your requirements occurring after the implementation of the Service and outside the scope of the contract (as described in the MSA).

3.1 Ready for Service

The Ready for Service Date is the date when we (acting reasonably and properly) notify you that the implementation steps are complete and that the Service is ready for service. This date may be specified to occur at a later date, if mutually agreed to be so. If you consider that the Service is not ready for service on the date notified, you must notify us within two (2) weeks of our notification, after which the Ready for Service date will be deemed to have occurred regardless of issues or defects of which you may later become aware and notify us about (which will then be dealt with as faults or service issues but will not change the Ready for Service Date).

4. Billing

The Service will be billed as Set-Up Fees and Recurring Fees as described in the Billing Guide using the definition of the Ready for Service Date in Section 3.1 of this Service Description, and as indicated in your Order Form.

We reserve the right to charge additional fees in the following situations:

- (a) Implementation work carried out outside Business Hours;
- (b) Any change in your requirements occurring after the implementation of the Service and outside the scope of the contract (as described in the MSA); and
- (c) Any MACD's or professional services time used above the allowances specified in this document.

5. Service Operations

Please refer to our Operations Manual for further information on incident management, requests for change and information requests.

5.1 Event Management

Please refer to the following Service Description for information on event management:



- (a) Microsoft 365 Platform Service Description;
- (b) Microsoft 365 Backup Service Description.

5.2 Change Management

A change for the Service is defined as one (1) request of the following items:

Service	Item
Subscription Support	Assign / reassign any existing licence to a user within the Microsoft 365 Admin Portal.
	Create / block / delete a user in Azure Active Directory.
	Reset a user's password in Azure Active Directory.
	Modify a user's elevated privilege setting in Azure Active Directory.
	Modify an Exchange Online mailbox permission.
User Administration	Modify an Exchange Online email forwarding rule.
	Enable / disable auto reply on a user's Exchange Online mailbox.
	Create / delete a shared mailbox in Exchange Online.
	Modify a user permission on a shared mailbox in Exchange Online.
	Add / remove a domain from a Microsoft 365 tenant (only if domain is managed by us).

As standard, we offer up to five (5) changes per month per tenant free of charge. We can implement additional changes as and when required for an additional fee which will be defined in your Order Form or SoW.

Any change request that is not specifically defined in this table above will be considered a professional services engagement subject to an additional fee calculated on a time and materials basis. These changes must follow the process covered in our MSA.

We will implement standard changes listed in the table above in accordance with the resolution times listed in our Operations Manual but, in any case, in no less than forty-eight (48) hours from receipt of the request. Please ensure to submit any urgent change, amendment or cancellation request at least forty-eight (48) hours prior to the desired implementation date.

Your MACD allowance cannot be used for us to remediate areas of non-compliance identified by this bi-annual security assessment defined in Section 2.3. Configuration of your Microsoft 365 tenant to be compliant with the benchmark standards is a professional services engagement and is available for an additional fee. Please refer to the Security Assessment section of our Microsoft 365 Platform Service Description or contact your Account Manager for more detail.

5.3 Capacity Management

Please refer to our Microsoft 365 Backup Service Description for the definition of capacity management. The Microsoft 365 Backup Service has unlimited storage subject to our Fair Use



Policy available on our website at www.6dg.co.uk/terms. In the unlikely situation you are at risk of breaching this policy, we will contact you to discuss resolution steps.

6. Dependencies

We provide the Microsoft 365 IT-IT Management Service subject to the following dependencies:

6.1 Client Obligations

- (a) You will designate a project lead and technical contacts with the appropriate level of expertise to support the successful implementation and operation of the Service;
- (b) You will provide us with all of the information and access to systems we require to complete the implementation and delivery of this Service;
- (c) You will ensure our Global Admin account permissions are not changed or removed from your Microsoft 365 tenant while this Service is active; and
- (d) You will manage any of your own third parties needed during the implementation and operation of the Service.

6.2 Prerequisites

- (a) In order to procure the Advance tier services, you must purchase the Service for at least fifty (50) users with Microsoft 365 licences;
- (b) You must have an active Microsoft 365 tenant and subscriptions to use this Service. We can provide this Service if you choose to procure your tenant and subscriptions from a third-party, however the Service may be subject to limitations. Please contact us to discuss your options.

6.3 Service Dependencies

- (a) This document describes how we will support sites in the UK. For sites outside the UK, we will provide a separate SoW describing the solution and our services

7. Exclusions

The excluded items described below are outside the scope of this Service Description:

- (a) We provide event management as part of the underlying Microsoft 365 Platform Service; no additional monitoring or event management is included in this Microsoft 365 IT-IT Service;
- (b) We provide capacity management as part of the Microsoft 365 Backup Service; no additional capacity management is included in this Microsoft 365 IT-IT Service;
- (c) This Service does not include any support for endpoint devices, endpoint applications or end-users;



- (d) This Service does not include modification and configuration settings, sites or content in SharePoint;
- (e) Any activities other than those specifically noted in this Service Description are excluded from the scope of the Microsoft 365 IT-IT Management Service;
- (f) This Service does not include the management of the security settings of your platform and the provision of any firewall or protection.
- (g) For the avoidance of doubt, we will not be liable to you for any security breach or data loss of your Microsoft 365 tenant or our Microsoft 365 Backup Service.

8. Definitions and Acronyms

8.1 Definitions

In this document “we” or “us” refers to the Supplier, and “you” refers to the Client. The terms listed have the following meanings:

Term	Meaning
Azure Active Directory	A universal platform to manage and secure identities provided by Microsoft
Baseline Security Level	Reported as a percentage level of CIS Benchmark compliance your Microsoft 365 tenant is deemed to have by us after we complete the initial Security Assessment.
Core Platform Subscriptions	The primary licences which, when assigned to a User, enables Exchange User Mailbox features in a Microsoft 365 tenant. E.g. Microsoft 365 Business Premium or Office 365 Enterprise E3
Global Admin	The Global Admin role provides global access to most management features and data across Microsoft online services.
Microsoft 365	Cloud-hosted SaaS platform which can provide productivity, real-time collaboration, security and endpoint management features depending on the type of licences you have purchased.
Significant Incident	Any feature of the Microsoft 365 service with a status of “Service interruption” as reported in the Microsoft 365 Admin Centre > Service Health report.
Statement of Work	A document which defines project-specific or client-specific activities, deliverables and/or timelines for providing services to that client.

8.2 Acronyms

Acronym	Meaning
CIS	Center for Internet Security
CSP	Cloud Solutions Provider
EMS	Enterprise Mobility + Security
MACD	Move Add Change Delete
MDM	Mobile Device Management
MSA	Master Services Agreement



O365	Office 365
SaaS	Software as a Service
SIEM	Security Information and Event Management
SoW	Statement of Work

9. Operational Targets and Service Levels

The Microsoft 365 Backup Service aligns to the Service Levels and related definitions in the Microsoft 365 Backup Service Description.

The Microsoft 365 Platform Service aligns to the Service Levels and related definitions in the Microsoft 365 Platform Service Description.

We do not offer operational targets or SLAs for any other service or feature of this Service.