

Claranet UK - Modern Workplace

Teams Training | End User Essentials

Service Description v1.1

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1. Introduction

This Service Description describes the service Claranet provides and details the Customer's responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and is subject to the terms of the Claranet Master Services Agreement set out at www.claranet.co.uk/legal or as otherwise agreed by the Parties and the Parties agree to be bound by such terms. Unless otherwise specified, all terms used within this document are in accordance with the terms to be found in the Master Services Agreement.

Claranet can support the Customer with their adoption of Microsoft Teams. This Service Description covers End User Essential Training for Microsoft Teams.

2. Scope of Service Description

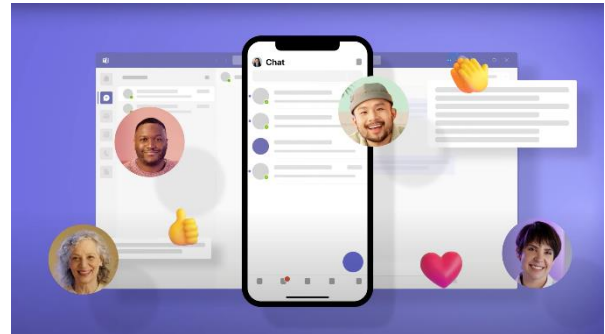
The Customer expressly agrees that any services, activities and deliverables not expressly set out within this Service Description shall be out of scope for the Service. The Customer may request a change to the scope of work required under this Service Description but this will be chargeable at additional costs and to be agreed by the Parties signing an Order Form or Change Request. Claranet reserves the right to charge additional fees for but not limited to the following: adding to an existing Service where the execution of the change will require consultancy, technical design, change of deployment scripts used in automation, additional functionality, addition of additional environments and/or locations, swap out of a technology component as well as the addition of subscriptions/accounts to the original scope. Claranet reserves the right to charge on a time and materials basis for any additional work.

Notwithstanding the foregoing, in the event Claranet completes additional services, activities and/or deliverables upon the written request or at the direction of the Customer, Customer shall be responsible for the payment of all Fees and expenses associated therewith, whether or not an Order Form or Change Request has been executed in relation to the additional services or activities. Claranet may perform additional tasks outside those described as part of the service in this document. Any requirements in addition to those agreed in the order may be able to be fulfilled; however, this may also have an impact on the implementation time frame. Claranet reserves the right to charge on a time and materials basis for any additional work

3. Overview of the Service

Microsoft Teams is the ultimate messaging app for your organisation—a workspace for real-time collaboration and communication, meetings, file and app sharing, and even the occasional emoji! All in one place, all in the open, accessible to everyone.

To help businesses and their users maximise their use and understanding of Microsoft Teams, Claranet provides a 'Microsoft Teams – End-user Essentials' training module.



3.1. Why choose Claranet Microsoft Teams Training?

- Drive adoption of Microsoft Teams in your business
- Improve productivity, communication & collaboration
- Give employees confidence and create excitement
- Enable better working practices
- Maximise your return on investment in M365
- Enhance employee experience

3.2. What to expect

- This course is to give your end users an introduction to the essential features of Microsoft Teams
- Prior to the training, we'll arrange a 30-minute consultation to understand your business, challenges and configuration
- We deliver a tailored session aligned to your business; highlighting any specific configurations, processes or key areas of focus during the training to ensure your users get the most out of it
- Each session is collaborative for up to 30 users with opportunities throughout for users to practice the skills they're learning in real time along with the instructor
- 1.5 hour, live, instructor-led, with an opportunities throughout for questions
- Delivered virtually to allow for increased number of participants
- Delivered by a Microsoft Certified Teams Administrator and Claranet expert

4. Course Outline

This course is an introduction to the essential features of Microsoft Teams for end users.

4.1. Introduction to Microsoft Teams

First, we'll take your users through a short high-level presentation to introduce Microsoft 365 and provide an overview of Microsoft Teams and OneDrive (Approx 5 minutes).

4.2. Using Microsoft Teams

Then, it's time to get hands-on. Together, in a live test environment (within your own tenant), we'll walk through some of the key activities your users need to know how to do. This generally includes:

- Accessing teams
- How to navigate the Teams application.
- The structure of a team and managing channels
- How to create a team
- Top tips and tools for chat and conversations
- Sharing files and collaborating on documents
- Scheduling and joining meetings
- Top tips and tools for online meetings
- Customising and extending Teams
- Teams Voice and making external calls via the dial pad (if applicable).

The Audience	The Workshop	Prerequisites
End-users of Microsoft Teams	90 minute hands on workshop, delivered virtually for up to 30 attendees per session.	See section 5 for full details

5. Prerequisites for workshop delivery

Attendees (Teams Users)	Customer IT Team	Optional (recommended)
All attendee needs their own laptop/PC or device, with speaker/headset to communicate with the trainer and other colleagues.	The Claranet trainer will need a user account with a Teams licence to use for delivering the workshop.	An exec sponsor/leadership team member to attend each session.
All attendees must have access to Microsoft Teams, including a Teams licence.	A training Team will need to be created within the organisation environment (one Team per session).	A member of the IT team to be present, with ability to remote onto end-users computers if technical issues arise.
All attendees to be invited to the 90 minute training session via a Teams meeting link	The Claranet trainer account will need to be made owner of the training Team(s).	Webcams and headsets for all attendees.
	All users attending to be added to the training Team before the session starts.	
	Training Team(s) to be deleted two weeks' after the session is completed.	

6. Pre-Workshop Consultation

During the 30-minute consultation, Claranet will use this time to gather information about your environment to ensure the workshops are tailored to you and the end users have the correct information they need to work in Teams. Some of the questions we may ask you include:

- How long has Teams been rolled out in the organisation?
- Do you have a custom URL for accessing M365? (if none, default is Portal.office.com)
- Which teams apps do staff have access to and are 3rd party apps allowed.
- Is there any custom policies set up for team ownership, creation or naming conventions?
- Can guests be added to teams?
- Data security - any custom policy's (I.e. expiry settings) or data sensitivity labelling in place?
- Example use case/studies of existing teams and what they are used for
- Will there be an org wide team?
- Do you use the org chart (AD populated)

7. Our Approach

The remainder of this document details the end-to-end engagement methodology between Claranet and the customer, and provides a clear understanding of roles and responsibilities.

8. Consultation Phase

Responsibility	Claranet	You
Telephone Consultation: a 30 minute telephone consultation between Claranet and the customer.	✓	✓
Workshop scope: Claranet will communicate the scope of the workshop as per section 2.2 of this document; <i>'Using Microsoft Teams'</i> .	✓	
Prerequisites: The customer will confirm that they meet the prerequisites for the workshop.		✓
Workshop Schedule: The customer will arrange the 90 minute workshop and invite Claranet representatives.		✓

9. Workshop Build Phase

Responsibility	Claranet	You
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Content Creation: Further to the consultation session, Claranet will curate the content for the workshop.



10. Workshop Delivery Phase

Responsibility	Claranet	You
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Workshop delivery: Claranet will deliver the workshop to up to 30 end-users via a 90 minute virtual session.



Workshop Attendance: The customer will be responsible for inviting 30 end users to the workshop and ensuring these attendees have access to Microsoft Teams.



11. Commercial

Teams End User Essentials Training is charged at £475. This fee includes an initial telephone consultation and the delivery of the course content via a Microsoft certified trainer to up to 30 customer employees. The course will be delivered on-line, and last 90 minutes.

12. Assumptions and Exceptions

Service delivery will be affected if the following assumptions are not correct and/or exceptions occur:

- **All required Customer staff are available in a timely manner.** Delays in availability for meetings and/or workshops will cause delays in downstream reporting deliverables.
- **All the information provided by the Customer is accurate and up-to-date.** Estimated time has been included for the validation of information provided by the customer as part of any prerequisites. Should the information provided by the customer change during the course of the project, this will have an impact on downstream deliverables and will require additional time to be spent. New estimates will be provided, and should those updates increase the scope of the project, they will be subject to change request.
- **It is the customers responsibility to ensure they have the appropriate Microsoft subscriptions and licenses to benefit from the Microsoft Teams Training.** The costs

of such licenses and subscriptions is not included in the price of the Microsoft Teams Training professional service.