

Azure Windows Virtual Desktop: Rapid Deployment Service

Service Definition Document

1. Document Control.....	3
2. What is a Service Definition Document?.....	3
2.1 Service Credibility.....	3
2.2 Cloud Direct service excellence	4
3. Technology.....	5
3.1 What technology is covered by this Service?	5
4 Scope of Service.....	6
4.1 Service Overview.....	6
4.2 What's included?	7
4.2 Exclusions	8
5 Key Service Considerations	8
5.1 Rules of Engagement.....	8
5.1 Pre-requisites.....	9
5.2 SLA.....	9
6 Key Terms	10

1. Document Control

Please be advised, we reserve the right to change or amend this service definition from time to time. Please ensure that you are referring to the latest revision of the Cloud Direct Azure Managed Service and Support service definition document available from the Provide™ portal or on the Cloud Direct website.

2. What is a Service Definition Document?

Cloud Direct Service Definition documents are designed to provide a reference document of a service to be delivered.

2.1 Service Credibility

'Cloud Direct' is the trading name for On Direct Business Services Ltd. Specialising in Azure solutions, and as a Microsoft Azure Expert MSP and a Microsoft Direct Cloud Solutions Provider (CSP) partner at Gold level, Cloud Direct is a leading provider of cloud services including Microsoft Azure, Microsoft 365, Office 365, application and data modernisation and development. Cloud Direct holds ISO27001 (Information Security) and ISO20000 (IT Service Management) accreditations. Cloud Direct supports Azure technology delivered by Microsoft. The Microsoft Azure service is ISO27001 accredited and uses the Online Services Security and Compliance (OSSC) and Information Security Management System (ISMS) framework to ensure high levels of security for all its online services. It also employs a team to regularly evaluate the framework's effectiveness to ensure the on-going development of cloud computing is reflected in its regulation of data centres. Microsoft then runs three programmes - Information Security Management Forum, Risk Assessment Programme and Information Security Policy Programme - to identify risk and develop policies to protect data centres providing cloud services like Azure.

2.2 Cloud Direct service excellence

Cloud Direct is committed to providing exceptional customer service at every opportunity, and our key customer satisfaction measure is Net Promoter Score (www.netpromoter.com). Some aspects of the supplied service such as a high level of system availability should be taken as read. Our Service Team will endeavour to provide you with that 'extra mile' of service that, whilst not contractual, is what we believe you deserve.

The following sections describe our service commitments and should be read in conjunction with our published Terms and Conditions (see www.clouddirect.net/legal for the latest version). This Service Definition document may also be varied from time to time.

If you have any comments or observations about our performance and the service we provide you should contact us.

3. Technology

3.1 What technology is covered by this Service?

- Azure native technology that is Microsoft proprietary.
- Third-party (non-Microsoft solutions) that are included in our catalogue of approved products.
- Third party (non-Microsoft solutions) that are not included in our catalogue of approved products, supported on a reasonable endeavour's basis without warranty or responsibility.

Included technology Categories include:

- Compute – Virtual Machines, Azure Containers etc.
- Networking – Virtual network, Azure DNS, Express Route etc.
- Storage – File Storage, Disk Storage, Site Recovery etc.
- Web & Mobile – App Service, Mobile Apps, Logic Apps etc.
- Databases – SQL Database, SQL Database Warehouse etc.
- Internet of Things – IoT Hub, Machine Learning, Notification Hubs etc.
- Enterprise Integration – API Management, Data Catalog etc.
- Security and Identity – Cloud Directory, Identity and Access Management etc.
- Monitor + Management – Microsoft Azure Portal, Azure Resource Manager etc.

4 Scope of Service

4.1 Service Overview

The Azure virtual desktop rapid deployment service is designed to provide customers with a minimum viable product to introduce remote working capabilities into their organisation in a fast and efficient manner. This includes up to 25 users, more than 25 users may incur additional charges.

Scenarios this can help with include:

- Providing a cost-effective fail over capability as part of a disaster recovery or business continuity plan
- Kick start a remote working capability for teams that have specific needs and can be adopted or rolled out to the entire organisation

Solution Benefits:

- Fast and cost-effective deployment of a virtual desktop environment that covers minimum requirements for successful remote working
- Aids business continuity planning allowing organisations to react quickly to external business events minimising their impact and preserving business performance
- Provides remote working capabilities to the organisation where specific applications, requirements and security and governance is needed beyond cloud-based applications such as Office 365.

4.2 What's included?

This service is broken down into 3 sections of delivery.

Assess

- Map out an MVP (minimum viable product) for remote working and different personas (departments/roles) required
- Assess current Microsoft licencing and recommend access licencing

Deploy

- Build underlying infrastructure
 - Register Windows Desktop with the customers tenancy
 - Definition of service principals and roles
 - Create the host pool from Azure marketplace
 - Creation of a storage account
 - Create all associated networking – including new Vnets, NSG's and user defined routes and Azure VPN
 - Set up static IP address
 - Deployment of powershell
- Deployment and build of customised persona
 - Create a host image
 - Install applications needed
 - Configure OS as required
 - Apply FSLogix application masking
 - Set user persona permissions
 - Repackage image

Roll out

- Training admin users
 - Train admin users on what has been deployed via single remote session
- UAT
 - Ensuring users can log in and have the correct access and credentials
 - Users are comfortable with signing in and understanding

4.2 Exclusions

- Decommissioning of existing VDI environments (additional charge if required)
- Endpoint protection
- Lifecycle management of operating systems (patching etc)
- Remote device configuration (additional charge if required)
- Beyond 25 users roll out (additional charge if required)
- Client-side configuration of the VPN (additional charge if required)
- Migration of data or services to Azure (additional charge if required)

5 Key Service Considerations

5.1 Rules of Engagement

- Customer must ensure any applications are adequately licenced for access
- Customer must provide or have information to derive the persona and user groups or work with Cloud Direct to do so
- Customer must be prepared to work with Cloud Direct for tasks such as UAT

- Endpoint devices must be of a required technological standard to access the virtual desktop environment and Cloud Direct do not hold responsibility or warranty over the compatibility of these devices to operate a Windows Virtual Desktop environment

5.1 Pre-requisites

The WVD deployment plan has the following pre-requisites:

Solution Deployments:

- An Azure subscription will need to be in existence with contributor access
- Customer will need to purchase Windows 10 Enterprise multi-session CALS if they do not already qualify via M365 licencing or Windows 10 Enterprise licencing
- Recommended bandwidth - 3Mbps (remote location and office)
- Azure subscription must have access to Microsoft Active Directory
- Access must have web access enabled within their tenancy
- VMs created must be domain joined
- A minimum of 150 m/s of latency (remote location and office)
- MFA must be set up
- Customer must be able to provide application installation media

5.2 SLA

This service does not require an SLA.

6 Key Terms

- Cloud Direct reserves the right to amend its pricing and services if requirements or scope of service changes during delivery
- Any proposed amendments to your service will be discussed with you by Cloud Direct
- Any proposed changes to your plan will be discussed with you via your account manager
- The pricing for this plan does **not** include direct technology costs to Microsoft and covers the support and managed elements of this plan only