

This Statement of Works should be read in conjunction with the General Terms and Conditions, (a copy of which can be found at <https://www.bluesource.co.uk/about/privacy-governance-terms/>) and the appropriate Work Order.

1. Service Overview

Microsoft Azure Windows Virtual Desktop is Microsoft's platform as a service ("PaaS") based remote desktop and application virtualisation solution hosted through the Azure regional datacentres. It delivers a flexible and scalable managed virtual desktop infrastructure leveraging Microsoft 365 Enterprise licensing and exploiting Windows 10 Enterprise multi-session support to reduce the number of virtual machines required to support the user-base whilst enhancing the user experience and keeping control of costs.

Part of managing a Windows Virtual Desktop estate is ensuring standardisation of session hosts through the use of master images. These images are typically locked down to ensure the configuration remains standardised across all session hosts in the pool and this means that updates need to be carefully planned and controlled to minimise the risk of configuration drift, ensuring that no matter which session host users connect to in the pool, they receive the same level of performance, application stack and patch levels.

The bluesource Windows Virtual Desktop Managed Update Service ensures an evergreen and up to date Windows Virtual Desktop platform by, on a monthly basis, updating master images with the latest critical operating system patches, rolling out the updated master image(s) across the session host pool(s), moving users onto the new session hosts and ensuring the old session hosts are cleaned up from the pool(s) and Active Directory. We use versioning technology to ensure that should an update be incompatible with business apps or causes unforeseen issues for the users, a previous image version can be rolled back to, with minimal impact to the business.

The service is performed remotely within the Business Day and for the purposes of this Service Schedule, the following additional definitions apply:

"Business Day" Monday to Friday 09:00 – 17:00 BST/GMT (excluding UK Bank Holidays).

2. Term and Termination

This Service Schedule shall commence on the Service Start Date and shall continue for the Initial Term stated in the Work Order subject to the provisions of clause 9 (Term and Termination) of the General Terms and Conditions. Thereafter this Service Schedule shall automatically renew for additional periods of one (1) year until terminated in accordance with clause 9 of the General Terms and Conditions.

3. Service Availability

bluesource will perform the Services remotely during the Business Day.

4. Service Summary

The Service is summarised as including the following – unless the accompanying Work Order states otherwise:

Version	Number of Images	Number of Pools	Number of updates per annum	Included Applications
Spring 2020 (v2.0)	One (1)	One (1)	Twelve (12)	Microsoft 365 Apps for Enterprise Microsoft Edge Google Chrome

5. High Level Update Process

The high-level update process is as follows:

- Provision active image virtual machine for each in-scope image
- Apply the in-scope updates to each active image
- Publish each active image to a Windows Virtual Desktop master image version
- Roll out the new image(s) to each in-scope session host pool
- Once user acceptance testing has been completed – decommission the legacy session hosts
- Clean up Windows Virtual Desktop resources

6. Service Inclusions

- Update the Windows Virtual Desktop master image(s) on a monthly basis with the latest operating system and application updates
- Publish the new image version to the existing shared image gallery
- Roll out the new image to the relevant pools
- Move users to the new session hosts
- Remove the legacy session hosts to clean up the pools
- The Service is limited to:
 - Up to a maximum of twelve (12) updates per annum – one per month
 - One (1) master image to be updated, unless explicitly defined in the accompanying Work Order
 - One (1) session host pool, unless explicitly defined in the accompanying Work Order
- The updates will be limited to:
 - Windows operating system patches
 - Microsoft Office application patches where appropriate
 - Browser updates where appropriate

7. Service Exclusions

Anything not explicitly defined in Section 6 (Service Inclusions) above is considered out of scope for the work bluesource shall carry out under this Service Schedule including and not limited to:

- Support for any issues arising out of the general usage of the Windows Virtual Desktop platform – be it infrastructure or application-based issues
- Deployment and management of additional applications to the Windows Virtual Desktop images
- Monitoring of session hosts and services
- Moves, adds and changes to any and all Windows Virtual Desktop features other than where specified in Section 6 (Service Inclusions)
- Deployment or upgrades of client apps such as the MSRDC desktop client
- Backup and restore of any Windows Virtual Desktop components
- All hosting costs associated with temporary resources required to update the image(s) and are the Customer's responsibility.

8. Service Assumptions

The Service assumes the following:

- All work will be carried out remotely during UK business hours, Monday to Friday 9am to 5pm, excluding public holidays
- Connectivity is available and functioning between Azure virtual networks and all in-scope line of business backend applications
- The Windows Virtual Desktop platform is stable and available
- The Windows Virtual Desktop session hosts have outbound internet access to facilitate downloading of updates
- An administrative account with the following minimum permissions is made available to bluesource
 - Contributor rights to the Azure resource groups hosting Windows Virtual Desktop resources
 - Delete computer accounts from the in-scope Active Directory Domain Services domain
 - Create computer accounts in the in-scope Active Directory Domain Services domain
- Remote access to the Customer infrastructure to carry out the works

- Domain Naming System (DNS) services are available and stable
- Active Directory Domain Services are available and stable

9. Customer Obligations

In addition to any Customer obligations inferred from Section 8 (Service Assumptions), the Customer shall:

- Provide remote access to the Customer Windows Virtual Desktop, Azure tenant, Active Directory Domain Services infrastructure
- Provide credentials for an appropriate administrative account which can be used to conduct the work
- Deploy and manage any client application updates
- Be responsible for application troubleshooting as and when required
- Be responsible for backing up images as needed
- Be responsible for testing the newly updated images and providing email-based sign-off of the image(s) within 3 business days of roll out
- Provide up to date contact details for the recipient of update notifications by email. The Customer acknowledges that if these details are not up to date, they may not receive notifications regarding updates, and it is their responsibility to ensure that bluesource is informed of any such changes. Such contact should be detailed in the Work Order.

10. Data Processing

Personal Data provided by the Customer shall, unless otherwise agreed in writing by both Parties, be processed in accordance with bluesource's Data Processing Policy, available at <https://www.bluesource.co.uk/about/privacy-governance-terms/> , and the relevant Agreement, including this Service Schedule.