Microsoft Windows Virtual Desktop

Windows Virtual Desktop Remote Worker Offer

Customer Discussion

May 2020

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BUSINESS TECHNOLOGY SOLUTIONS

At A Glance

- Launch partner with Microsoft

- One of Microsoft's 1st Cloud Partners Worldwide

- Migrated **25+ Million** Users to the Cloud

- National sales and engineering presence

- National Solutions Provider (NSP) with 13 competencies (12 Gold, 1 Silver)
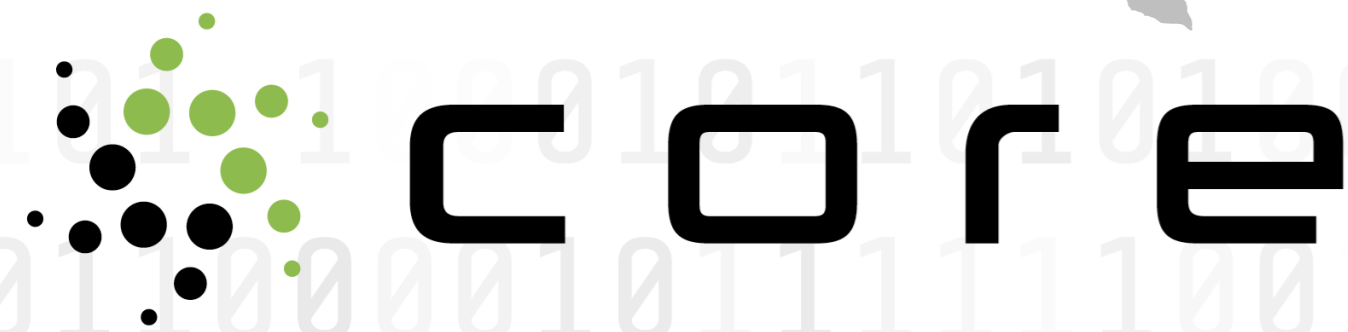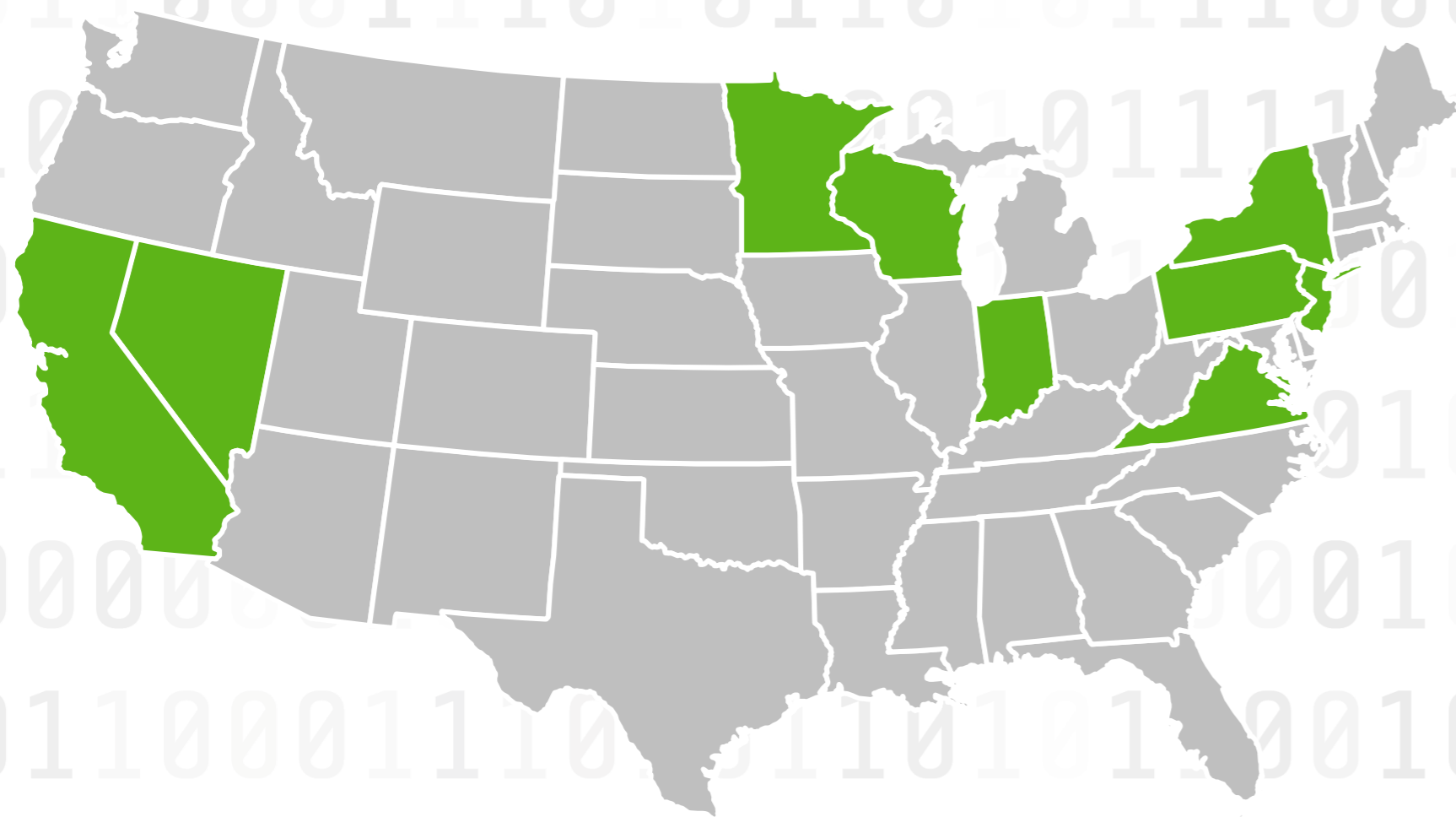
Gold
Microsoft Partner
Enterprise Mobility Management

Microsoft
Microsoft Partner

Microsoft
Microsoft Partner

Microsoft

2019 MSUS Partner Award Winner
FY19 US Top Microsoft 365 Security Partner

2018 Partner of the Year Winner
Intelligent Communications Award

Microsoft Partner of the Year
2015 Winner
Cloud Packaged Solutions

Microsoft Partner
2018 MSUS Partner Award Winner
Apps and Infrastructure - App Innovation
Microsoft

Microsoft Partner of the Year
2016 Finalist
Cloud Productivity Award

Microsoft Health
Innovation Awards 2017
WINNER

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Modern Workplace with Core BTS

PROVEN, ACCELERATED APPROACH TO MICROSOFT CLOUD SOLUTIONS

Focus Areas	Benefits
Microsoft 365 Office 365 Enterprise Mobility + Security Windows	• An integrated solution, bringing together the best-in-class productivity of Office 365 with advanced security and device management capabilities to help safeguard your business • Manage new PCs and devices faster and more easily than ever with Windows 10
Office 365 Exchange Online OneDrive/SharePoint Online Microsoft Teams Yammer	• Integrated email, communication and collaboration platform accessible from anywhere, on any device, including mobile and tablet • Includes added security and eDiscovery capabilities, reducing 3rd party application costs • Subscription based service, always staying up-to-date on the latest version
Core BTS FastTrack Streamlined Implementation Unified Experience Increased Adoption Maximize ROI	• Core's consulting services combined with Core's FastTrack • Increased speed of delivery and adoption of the Microsoft Cloud platform • Proven process to drive consumption and increase active usage • Streamlined project management processes • Unified implementation experience • Established cadence with Microsoft account management teams • Streamlined escalation path • P-TSP resources • Short implementation timeframes • Highest customer satisfaction score

Services

Licenses: Microsoft Cloud licenses hosted by Microsoft, with Core US-based support at no additional cost

Consultancy: Deliver assessment and discovery with customized solutions and recommendations

Migration: Provide seamless transition from your legacy environment to cloud solutions

Deployment: Expert provisioning and configuration of your IT environment

Managed Services: Efficient management of your cloud environment

App Development: Custom app development

User Adoption and Training: Provide strategic framework to drive user-adoption and consumption
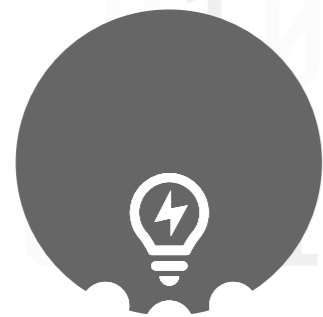
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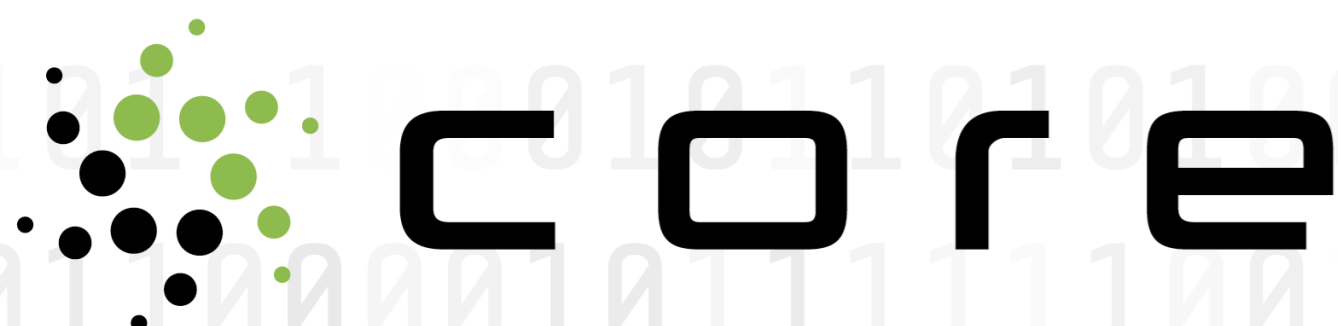
Unique Differentiators

Delivery Across 3 Clouds

- Microsoft 365
- Azure
- Dynamics 365

Maximizing Available Funding

- ECIF
- PIE
- Funded Assessments
- CIEs

Dedicated Teams

- Experienced Change Management & Adoption Consulting Teams
- Experienced Technical PMs

Top Cloud Solutions Provider

- #1 Reseller of O365/Azure in Microsoft NSI Portfolio
- Included basic admin CSP support
- Benefits of Gold Competencies'
- Premier Escalations Channels

FastTrack Team

- Highest CSAT Scores among FastTrack providers
- Reduction of implementation costs by bundling FastTrack into the project
- Early access to Rings programs as preferred partner

Managed Services

- On-going maintenance and support for all cloud offerings
- Helping customers with post deployments support
- End User support

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Unique Differentiators

User Lifecycle Management	Collaboration	Security	Modernizing Data Center	Business Process	Analytics & Deep Learning
• Active Directory	• Exchange Services	• Identity-driven security	• Traditional Data Center	• Marketing Automation	• Visualizations
• User Lifecycle	• Data Migrations	• Application protection	• DR & BC	• Sales Automation	• Modernize EDW
• Identity & Access	• Metadata classification	• Data Governance	• Lift + Shift	• Service Automation	• Data Mart
• Device lifecycle	• Cloud file migrations	• Device protection	• Optimization	• Field Service	• Optimization
• Application management	• Unified Messaging and Telephony	• Data loss prevention	• Hybrid Cloud	• Reporting	• Machine Learning
• 3rd party application integration	• Advanced Workflows	• Infrastructure protection	• Application Assessment		
		• Encryption and Key Management	• PaaS Adoption		

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Proven Delivery Methodology – **The Four D's**

HOW WE DELIVER: A Core BTS proven process leveraging agile methodologies to deliver consistent success across teams

IDEATE

PROTOTYPE

SPRINT 0

RELEASE PLANS

WORKING APPLICATION

BACKLOG GOOMING

DEMO

DESIGN / DEVELOP

TRAIN / MEASURE
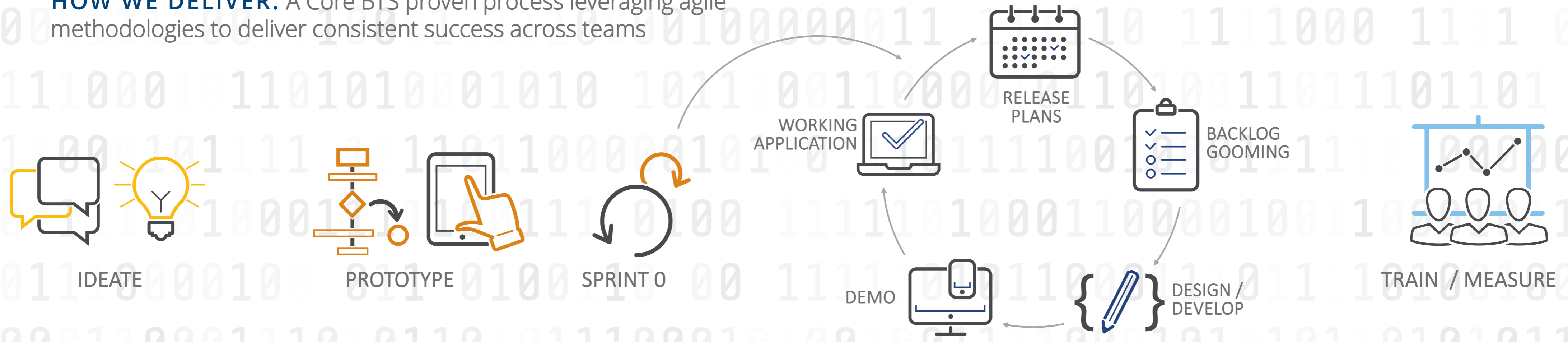
DISCOVER

- Take the time to understand the most critical business challenges facing our customers.
- Be their advocates, not just their contractors.

DESIGN

- First, architect and prototype then model the solution paths, level of effort and project ROIs.
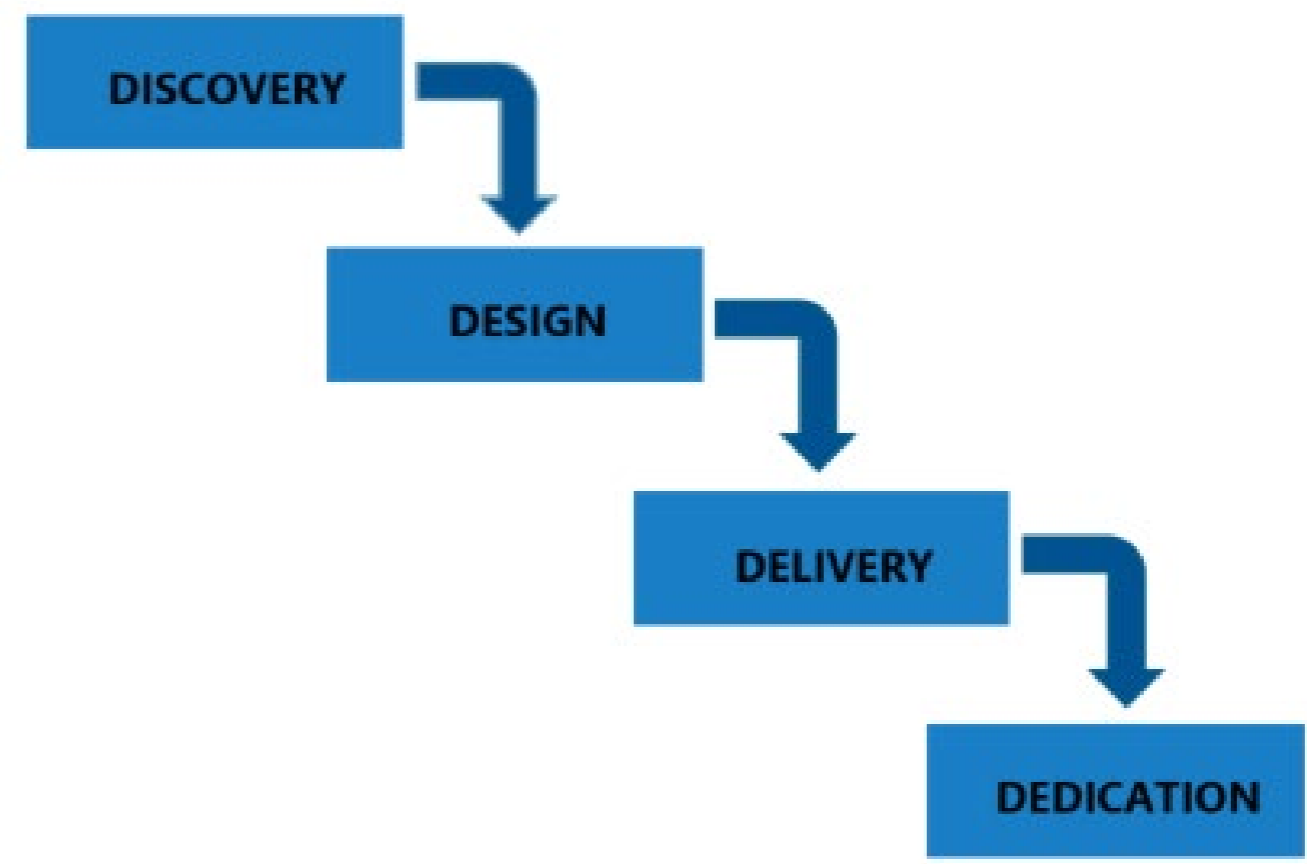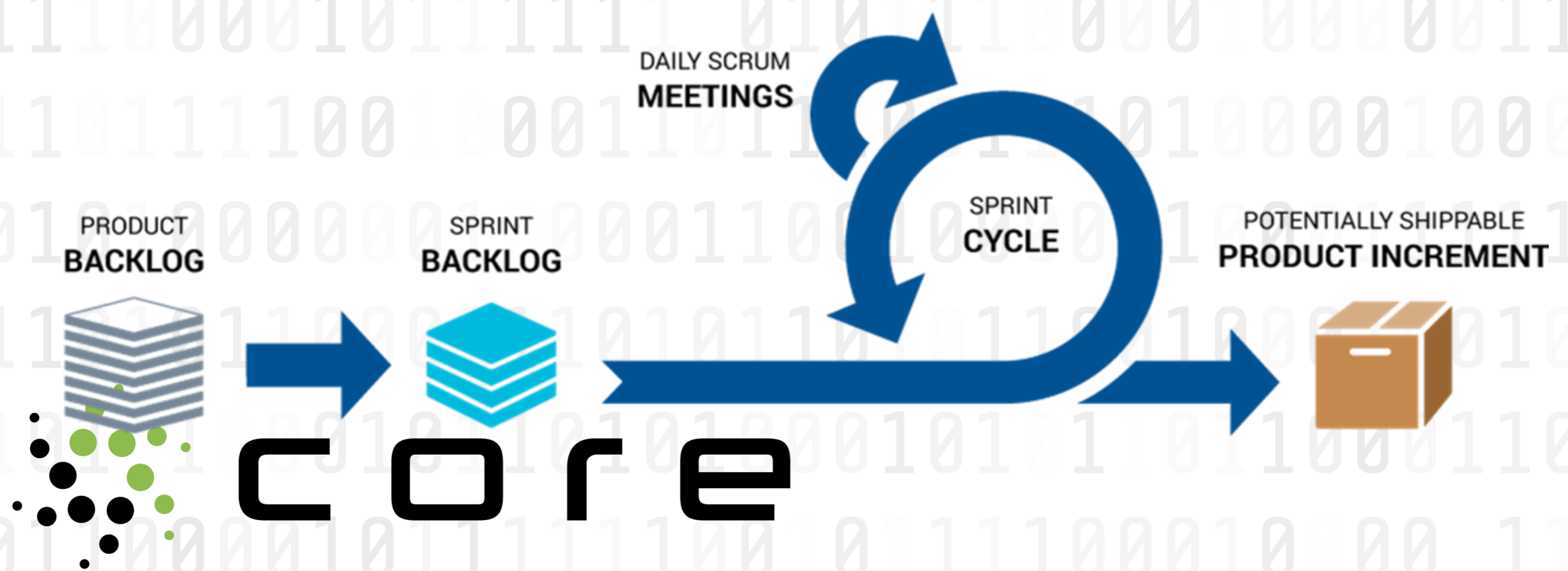- Do not proceed until a proposed approach is approved by the client sponsor.

DELIVER
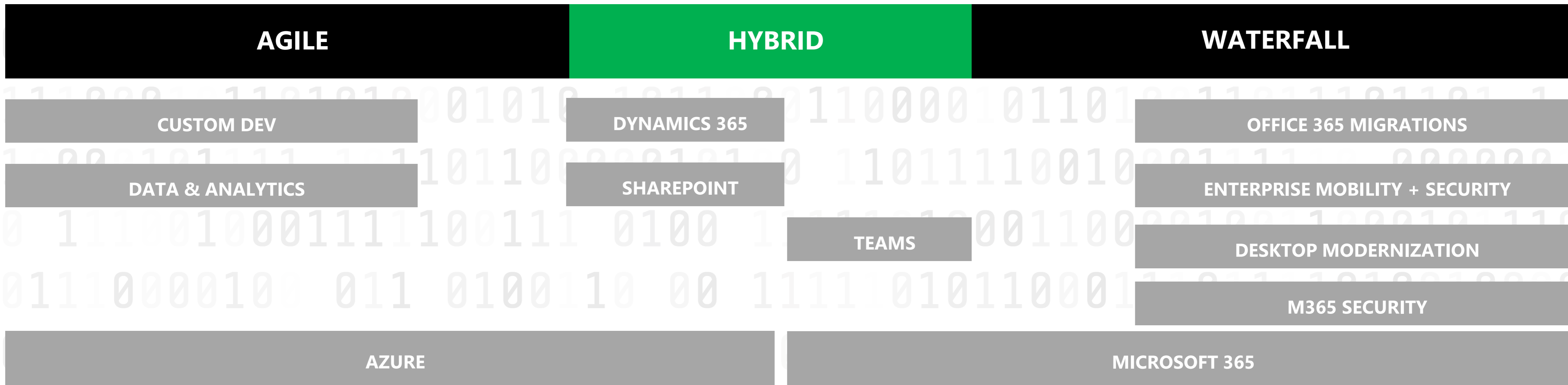
- Assign the most equipped and qualified team to deliver the solution.
- Include key members of the sales team.
- Deliver excellence in engineering, code, change management, adoption and project execution.

DEDICATE

- Measure the results and the outcome.
- Continue to stay engaged to ensure value creation for the long term.
- This is our lifetime dedication to our customers.

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Project Management Office

| AGILE	HYBRID	WATERFALL
CUSTOM DEV	DYNAMICS 365	OFFICE 365 MIGRATIONS
DATA & ANALYTICS	SHAREPOINT	ENTERPRISE MOBILITY + SECURITY
	TEAMS	DESKTOP MODERNIZATION
		M365 SECURITY
AZURE	MICROSOFT 365	

MSFT FastTrack + Core = Better Together

FastTrack

Restricted Planning
Complimentary Benefit
Generic Timeline
Remote Technical Guidance
Adoption Guidance Only
Velocity Migration
Limited Support

+
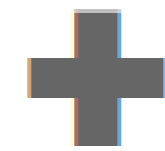
Core BTS

Dedicated PMO
Onsite Consulting Available
Architecture & Envisioning Timeline
Conscious
Hands-on Delivery
Change Management Specialist
Ongoing Support/Managed Services

=

Streamlined Implementation
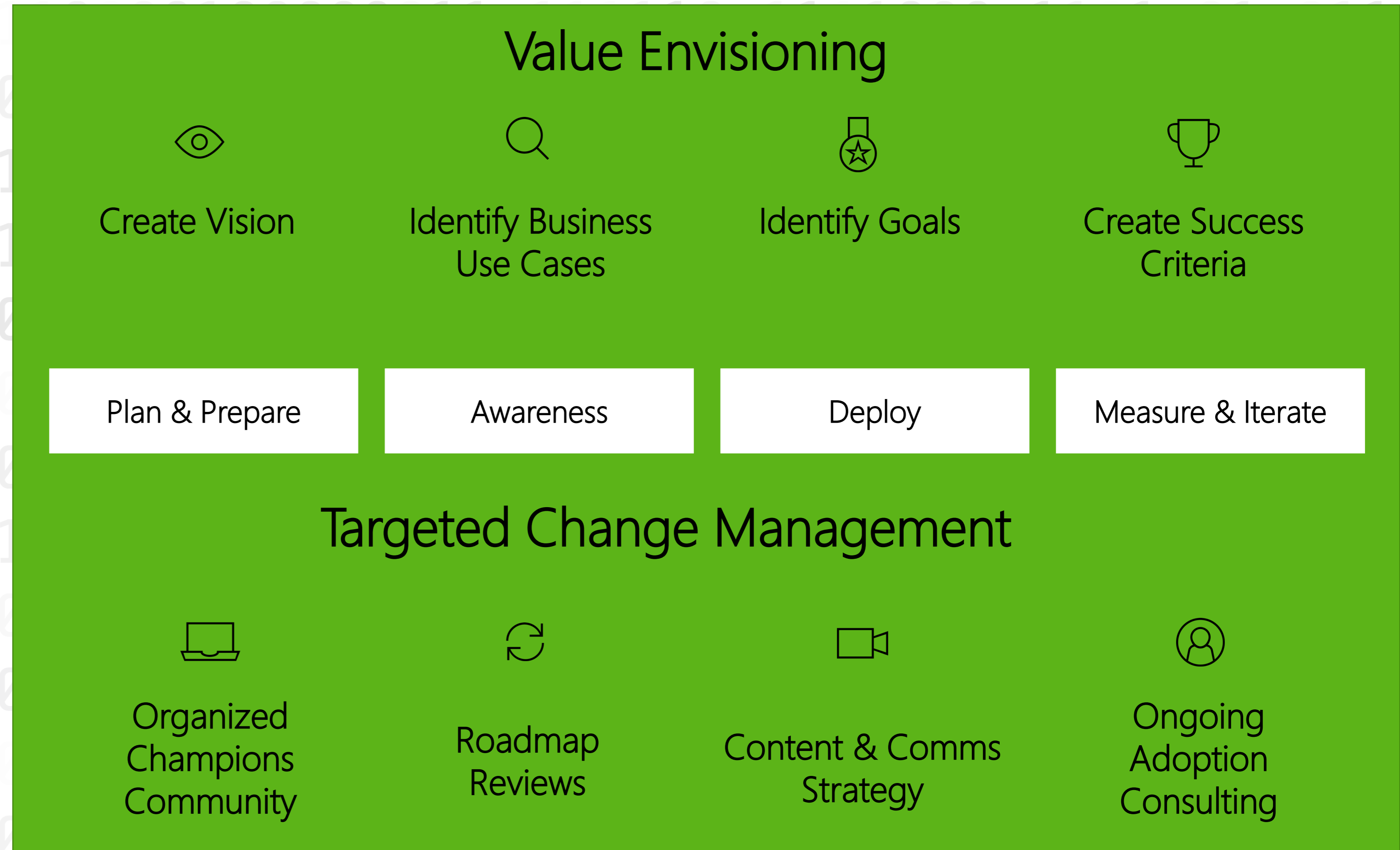
Unified Experience

Increased Adoption

Maximize ROI

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Change Management

A strategic framework for IT projects that drives transformation in business processes, individual behaviors, and organizational culture. It solves business challenges, improves the migration experience, and maximizes ROI.

Value Envisioning

Create Vision	Identify Business Use Cases	Identify Goals	Create Success Criteria

Plan & Prepare	Awareness	Deploy	Measure & Iterate

Targeted Change Management

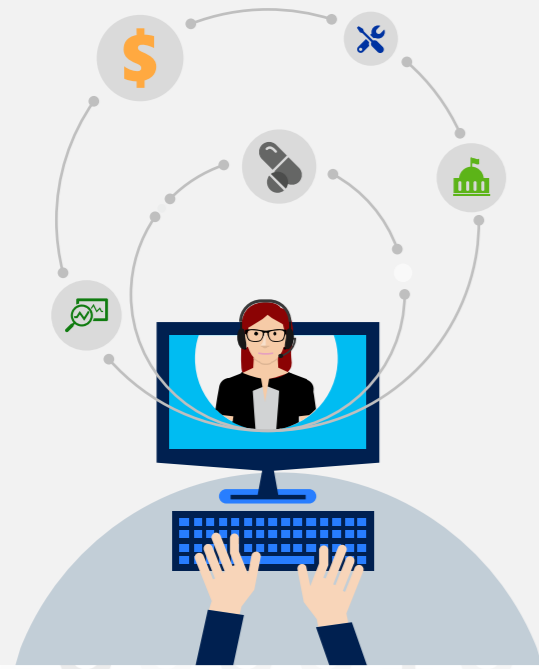| Organized Champions Community	Roadmap Reviews	Content & Comms Strategy	Ongoing Adoption Consulting

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Microsoft Windows Virtual Desktop (WVD)

A Remote Worker Offering

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Virtualization can address a broad range of your business needs

Security and regulation

Financial Services

Healthcare

Government

Flexible workforce

Mergers and acquisition
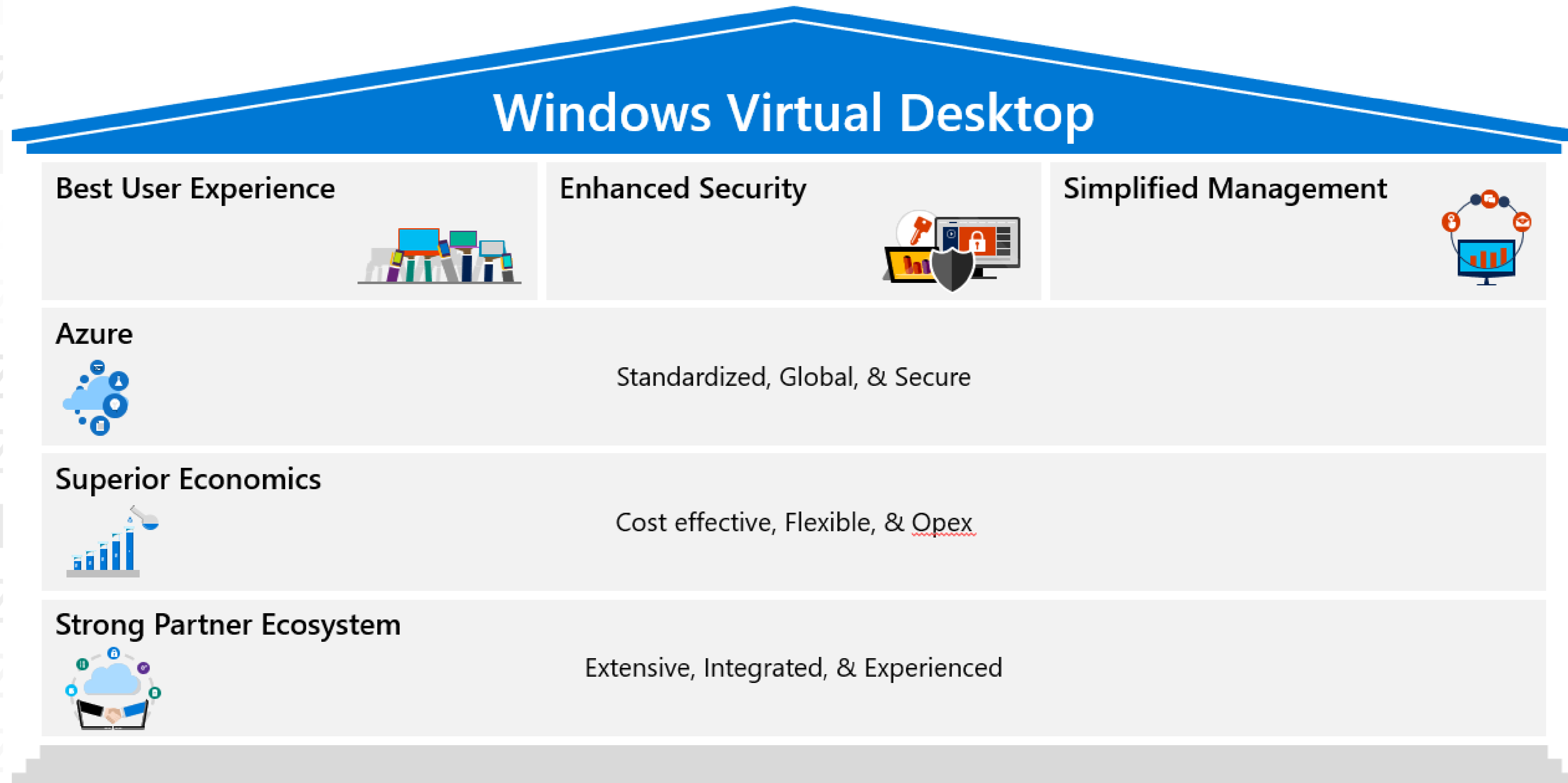
Short term employees

Contractor and partner access

BYOD and mobile

Call centers

Branch workers

Specialized workloads

Design and engineering

Legacy apps

Software dev test

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WVD is built on Azure and provides superior economics, best user experience, enhanced security and simplified management

Windows Virtual Desktop

Best User Experience

Enhanced Security

Simplified Management

Azure

Standardized, Global, & Secure

Superior Economics

Cost effective, Flexible, & Opex

Strong Partner Ecosystem

Extensive, Integrated, & Experienced

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Built on Azure: Standardized, Global, and Secure Cloud

Standardized	Global	Secure

Standardized

Consistent infrastructure across regions

IaaS

Compute **Storage** **Networking**

PaaS

Uniform deployment via serverless architecture

Serverless Platform

Containers **Microservices** **Integration services**

Purpose-built, **standardized infrastructure** across geos

Modernized workloads for **simplified deployment**

Global

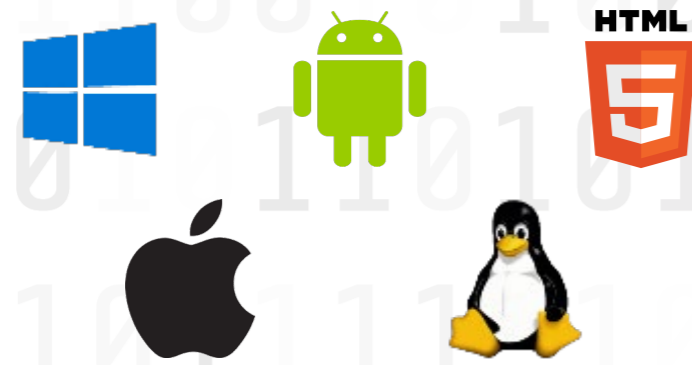Largest geographical footprint of any cloud provider with more than **54 Azure regions**

Secure

Microsoft Cyber Defense Operations Center

>3,500 full-time security professionals

6.5 trillion global signals daily

$1 billion annual cybersecurity investment

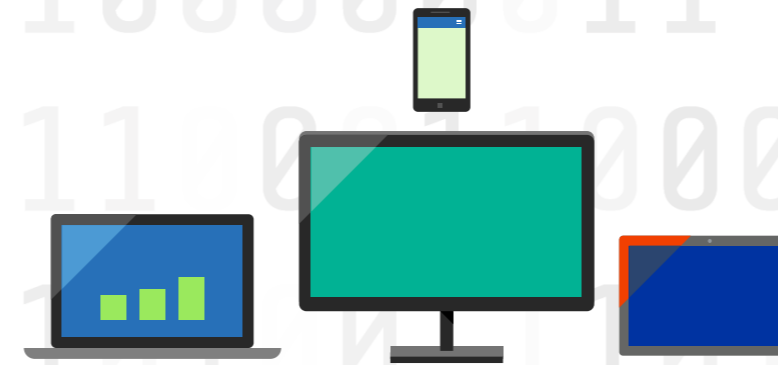core

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Best Virtualized End-user Experience

Platform of your choice

- Connect from any device of your choice (Windows, MacOS / iOS, HTML5, Android, Linux*)

* Coming soon
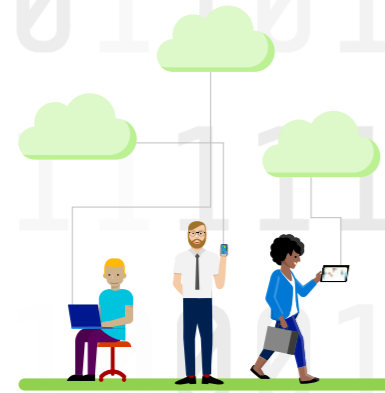
Windows differentiation

- Like-local Windows experience
- Extensive support for devices

Enhanced protocol

- Support for Windows Hello for Business
- Dynamically adapting bandwidth utilization

Containerized User Profiles

- Containerized User Profiles (FSLogix) with fast VHD load times

Native O365 performance

- Uncompromised O365 email and calendar performance, Real-time Outlook search
- Persistent and non persistent environments

Teams Enhancements

- Best conferencing and media experience
- Multimedia redirection capability, high-performance, low latency audio & video calling

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Office 365 ProPlus also supported on Windows Server 2019 (with OneDrive Files-on-Demand capabilities)

Enhanced Security with Simplified Configuration

Azure AD Security Services	Reduced Attack Surface	Granular Access Control	Isolated User Sessions
Sophisticated security services easily configured through Azure AD (e.g. MFA, CA, etc.)	Reverse connect technology eliminates the need to open inbound ports to the VMs	Multiple admins can be assigned role-based access control	Isolated user sessions in both single and multi-session environments
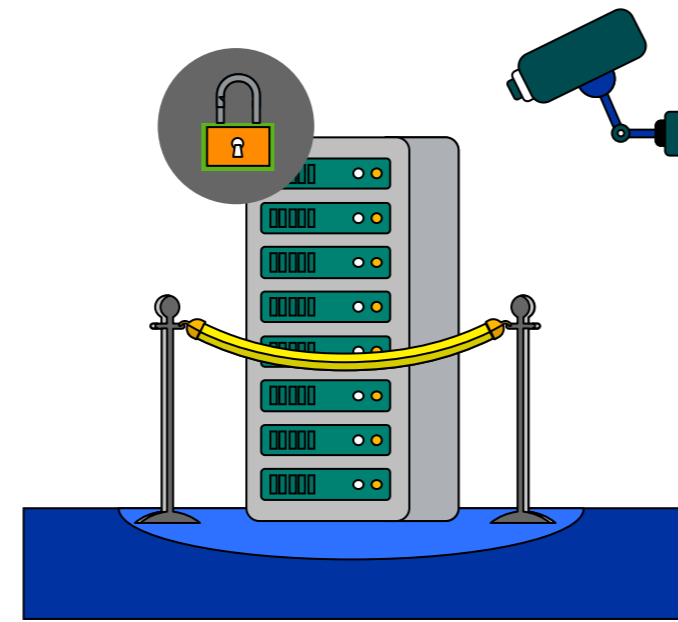
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Efficient and Simplified Management

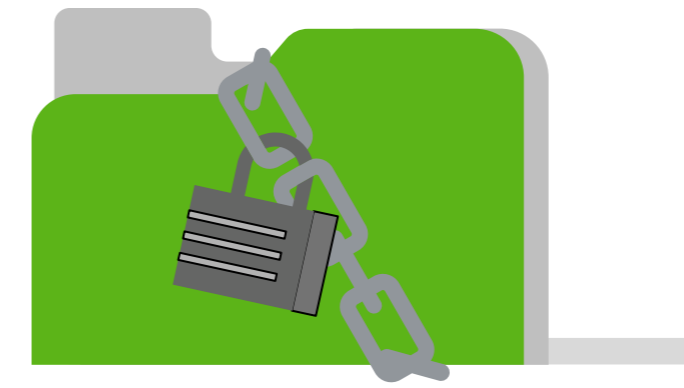| User Experience Management	VM Management	WVD Service Management

- One service supports <u>both</u> Desktop & RemoteApp experience
- Flexible user experience through a <u>single host pool,</u> with multiple app groups
- Familiar Azure AD credentials, to access WVD resources
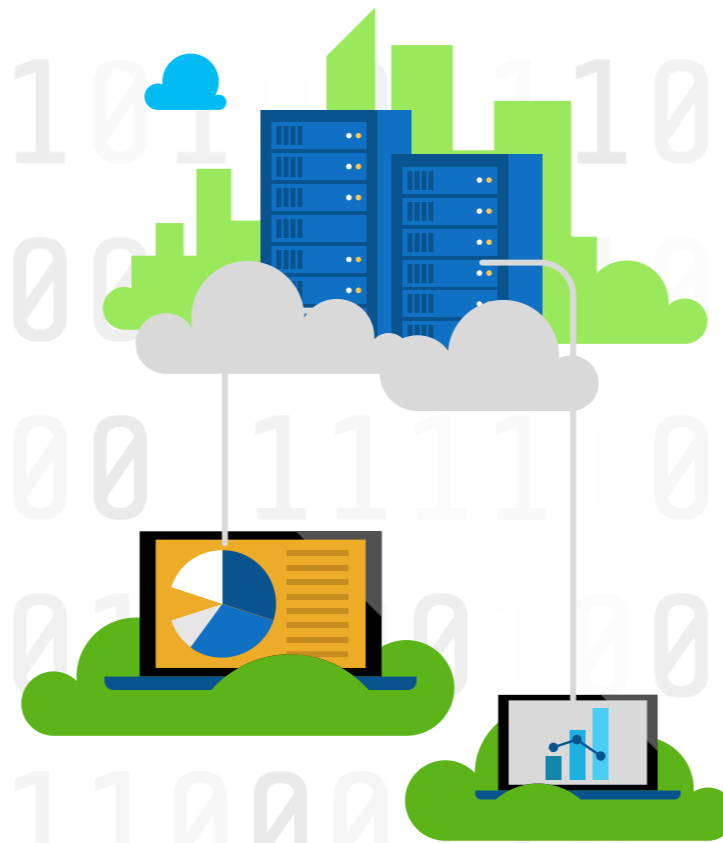
- Multiple tools for automated VM deployment
- Enhanced OS/App update tools
- Disaster Recovery with integrated Azure Site Recovery

- Simplified and effective troubleshooting using advanced diagnostic service
- 3rd party value-added services enabled by APIs

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Superior Economics from Significant Cost Savings

Infrastructure

~70% *Savings*

- Windows 10 experience at multi-session cost
- Cost effective compute and storage
- Flexible network provisioning
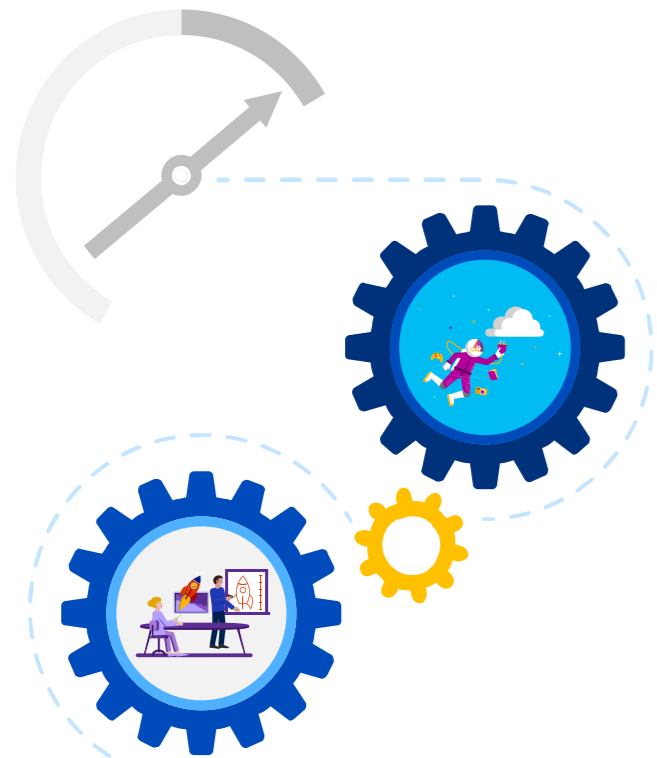- Best value compute rate
- Opex spend aligned to business usage

Licensing

~60% *Savings*

- WVD management service included with the licenses you already own
- Savings on RDS CAL with multi-session deployment
- 3-year Windows 7 ESU included

Labor

*~60%** *Savings*

- Lower labor cost because compute and storage move to cloud
- Lower labor cost when you use PaaS services

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Note: Infrastructure includes compute, storage (IaaS/PaaS), and networking
*See Example Scenario: WVD Economic Benefits
** industry analysis

New Windows Virtualization

Your Situation	WVD Benefits

If you have:

Remote Workforce

Flexible workforce, e.g. contractor & partner access, short-term employees, BYOD

Heavy users of Office 365 ProPlus

And face business challenges:

BYOD and mobile

Contractor and partner access

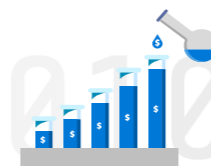Short term employees

WVD will solve your desktop problems:

Best User Experience
Optimized Office 365 ProPlus in virtual environment

Superior Economics
The only way to deliver Windows 10
multi-session with native user experience and low cost

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Replace/Migrate on-prem virtual desktop deployments

Your Situation

If you are an:

Enterprise customer running on-prem virtual desktops

And face business challenges:

Remote Work

Cloud migration/DC consolidation

Geo expansion

Rapid growth

Approaching HW asset refresh

WVD Benefits

WVD will solve your desktop problems:

Azure
Cloud efficiency and flexibility
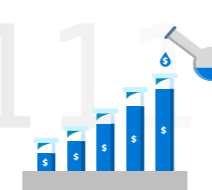
Superior Economics
Windows Server VMs charged at Linux rate
RDS CAL savings with Windows 10 Multi-Session deployment

Simplified Management
Management service included with the licenses you already own
One service for both desktop and RemoteApp

Enhanced security
Azure AD integration, reverse connect technology, and role-based access control

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**You can choose any of the
below WVD Management Plane solutions for their solution deployment**

✓ WVD Native (MSFT)

✓ Citrix Cloud + WVD

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Citrix Cloud + WVD

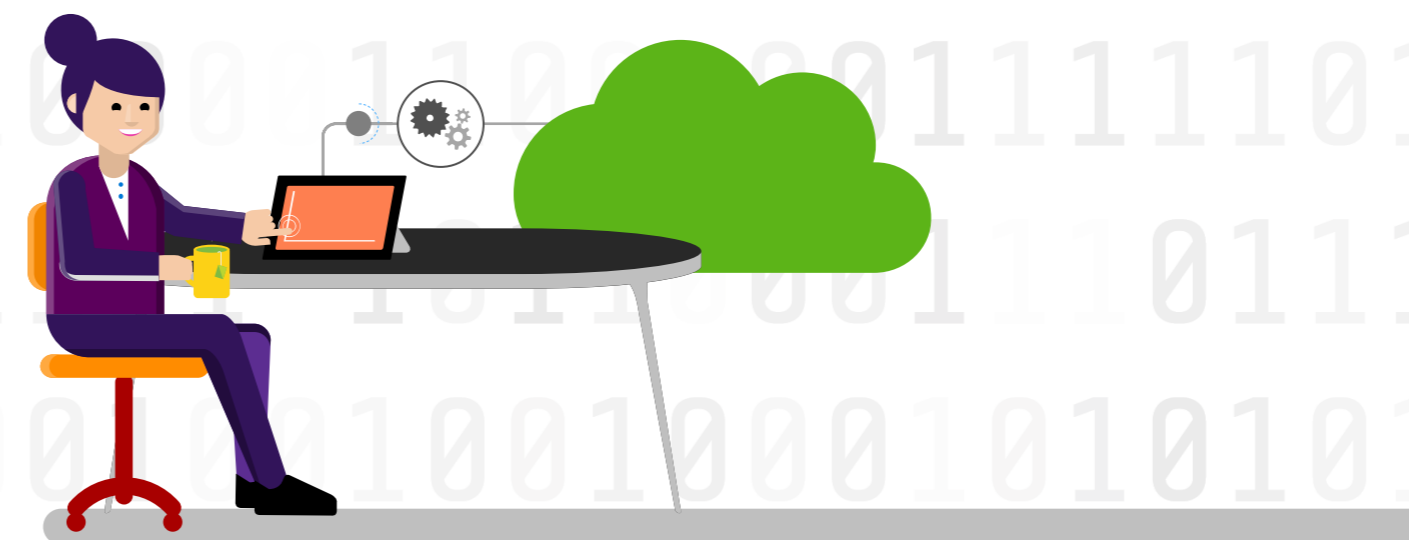|	WVD Native	WVD + Citrix
User Experience	The Microsoft WVD base platform provides a strong set of features that enables a positive user experience.	Good user experience is imperative to ensure adoption and Citrix extends WVD to enable an even better experience by providing: - Excellent application performance, interactivity and graphics quality, even over challenging or long-distance network connections, by means of the industry leading remoting protocol Citrix HDX and other proprietary Citrix technologies - Access to all client-side peripherals, resources, sensors or HID devices, including pens and touch interfaces - Seamless transitions between mobile and stationary workplaces, by means of Citrix Casting as well as an almost instant logon experience - Optimized access to Microsoft Skype for Business and Teams

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Citrix Cloud + WVD

	WVD Native	WVD + Citrix
Security	The Microsoft WVD platform provides a core set of security features that includes delegated admin, SmartCard support and integrated SSL.	As security is a core element for any implementation, Citrix Virtual Apps and Desktops significantly extends the security capabilities through providing: - Granular access to resources and functionality through the evaluation of multiple, dynamic factors (devices, end point capabilities, locations, local device security and more), using SmartAccess / SmartControl - Data leak prevention, by means of innovative keylogging / screenshot protection, session watermarking, in addition to other, dynamically applied, general purpose DLP functions - Enhanced compliance and tracing, by means of Session Recording - User behavior analytics, usage anomaly detection and risk scoring, with end to end coverage of the digital workspace, by means of Citrix Analytics

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Citrix Cloud + WVD

	WVD Native	WVD + Citrix
Management	Microsoft WVD provides a base set of capabilities for managing virtual apps and desktops based on Microsoft Azure.	As the environment grows to include additional user groups and use cases, Citrix enables meeting those needs by extending the underlying Microsoft solution with additional capabilities, such as: - Agile management and delivery (and rollback) of virtual desktops and applications, by means of Citrix App Layering and other adjacent Citrix provisioning technologies - Intelligent computing resource optimization and user profile / configuration management technologies to deliver the best possible performance, desktop logon, and application response times, by means of Citrix Workspace Environment Management - Efficient user incident handling and extensive historic reporting capabilities, by means of the built-in end-user support console Director - Pro-active service availability and quality monitoring, using the synthetic (user) testing functionality called Session Probing or Performance Analytics respectively - Flexible multi-site / multi-geo management for globally distributed organizations or DR purposes

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Citrix Cloud + WVD

	WVD Native	WVD + Citrix
Choice	Microsoft WVD enables hosting of virtual apps and desktops based on Microsoft Azure.	Virtual apps and desktops are important aspects of modern digital workspaces and Citrix extends the addressable use cases of WVD by providing: - **Embedding virtual apps and desktops into a digital workspace platform**, that organizes, guides and automates work and enhances a workspace with content collaboration, secure consumption of web/SaaS applications, unified endpoint management and more - **Flexible delivery of virtual apps and desktops,** as managed service or DIY implementation - **Hybrid deployment options,** which enable virtual apps and desktops to be hosted on on-premises virtualization and/or HCI platforms, in the cloud or on physical devices - **Unified management of all digital workspace services and capabilities**, for higher admin efficiency, by means of a "single pane of glass" management interface

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Remote Desktop Offer

MSFT Gives	Customer Commits

✓Up to $20,000 in customer incentives [ECIF]
 	
✓Up to $15,000 in Azure credits (valid for 3 months)
 	
✓Access to assessment and migration acceleration tools:
 	
  ▪ Lakeside : https://www.lakesidesoftware.com
  ▪ Nerdio : https://getnerdio.com/
  ▪ Liquidware : www.liquidware.com
 	
✓Access to private preview of WVD Azure Portal (for customers who choose WVD Native solution)
 	
✓Access to WVD Design and Deployment Helpdesk to assist in technical design questions
	▪ 25+ monthly active users (MAU) in production in ~ 3 months
	
	▪ Commitment to Success Criteria as documented in signed Deployment SOW with Core BTS

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Next Steps

Learn More about WVD : https://docs.microsoft.com/en-us/azure/virtual-desktop/overview

1 Select Core BTS as your qualified partner

2 Define Project scope / Use case scenario

3 Core BTS finalizes SOW & Customer Approves

4 Work with Core BTS to submit the project for securing incentives

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General
- ✓ Project spin-up, resource allocation, entry criteria, define project plan, roles & responsibilities matrix
- ✓ Project Kick-Off
- ✓ Discovery and health check of existing Azure/M365 environment, Active Directory, Network, File Systems, Applications and Desktop Environment
- ✓ Discovery of printers and peripherals
- ✓ Discovery of existing VDI deployments
- ✓ Install and run Lakeside Software Systrack
- ✓ Compile Discovery Documentation

Change Management
- ✓ Business Analysis (1)

General
- ✓ Discovery findings review session
- ✓ Security and Compliance features
- ✓ Azure tenant implementation
- ✓ Networking configuration
- ✓ Identity and Authentication management
- ✓ Master image specifications and requirements
- ✓ User data and profiles
- ✓ Application integrations and implementations into VDI
- ✓ Application data locations
- ✓ Printing configuration
- ✓ Peripheral integration and configuration
- ✓ Image and application management

Change Management
- ✓ Communications & Marketing Plan (1)
- ✓ Training Plan (1)
- ✓ Change Management Meetings (2)
- ✓ Project Meetings & Development Standups (2)

General
- ✓ Prepare Azure Tenant
- ✓ Configure Azure networking
- ✓ Configure Identity Management
- ✓ Configure Security and Compliance features
- ✓ Configure Image Management Software (if used)
- ✓ Configure storage for user data and profiles
- ✓ Configure WVD Master Image
- ✓ Install and configure FSLogix
- ✓ Application installation on WVD Master Image
- ✓ Create and configure WVD host pool
- ✓ Environment testing
- ✓ Cutover to WVD

Change Management
- ✓ Email Campaign Assets (2)
- ✓ Quick Start Guides (1)
- ✓ Learning & Resource Center (1)
- ✓ Webinars (4)

Knowledge Transfer and Admin Training (up to 4 hours of Admin Sessions)
- ✓ Block of Time for on-going deployment assistance for escalated support (optional and if client wants to handle migrations in-house) (OPTIONAL)
- ✓ Design Documentation and configuration hand off
- ✓ Closing Project Management Tasks
- ✓ Project exit documentation hand off

Change Management
- ✓ User Satisfaction Survey
- ✓ Adoption Dashboard Analysis

Discovery and Design Deliverables

- Discovery Analysis Results
- Environment Dependency Overview
- Identity, Security, and Messaging Plan
- Collaboration and Governance Controls
- Change Management Plan
- Envisioning Sessions and Documentation

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Citrix Cloud Services

- Azure SSO for SaaS Apps
- Conditional Access
- Multifactor Authentication for SSO
- Microsoft Intune/EMS for Image and application management
- Citrix Cloud for advanced applications, analytics, management, performance and security.

Citrix Virtual Apps and Desktops as a Service
- Citrix Virtual Apps and Desktops provides virtualization solutions that give IT control of virtual machines, applications, and security while providing anywhere access for any device.
- End users can use applications and desktops independently of the device's operating system and interface.
- Citrix manages and monitors the infrastructure components of CVAD.

Citrix Managed Desktops (DaaS)
- Citrix Managed Desktops is the simplest, fastest way to deliver Windows apps and desktops from Microsoft Azure.
- Citrix Managed Desktops offers cloud-based management, provisioning, and managed capacity for delivering virtual apps and desktops to any device.

Citrix Analytics
- Citrix Analytics is a Cloud-based service that works across Citrix portfolio products and third-party products. It gathers data from these products (or data sources) and uses built-in Machine Learning (ML) algorithms to detect anomalous behavior of a user or any other entity. It then monitors and troubleshoots user sessions, and views operational metrics for users and share links across an organization that uses Citrix products.

Citrix Gateway as a Service
- Citrix Gateway service provides secure remote access solution with a diverse Identity and Access Management (IdAM) capabilities, delivering a unified experience into SaaS apps, heterogeneous Virtual apps and Desktops, and so forth.

Citrix Content Collaboration
- Citrix Content Collaboration (formerly ShareFile) enables you to easily and securely exchange documents, send large documents by email, and securely handle document transfers to third-parties.

Citrix Endpoint Management
- Citrix Endpoint Management is a solution for managing endpoints, offering mobile device management (MDM) and mobile application management (MAM) capabilities.

Use Cases
- Single VM instance and application management
- Advanced application resource utilization (CPU, Memory, Disk)
- Advanced Graphics and Audio Capabilities (AutoCAD, Revit, Photoshop, Audio editing, etc.)
- Existing Citrix environment
- Consolidation and collaboration of documents, data, applications (SaaS and non-SaaS) and desktops in one portal.
- Increased insight and analysis of applications and user connections.
- Client support for ChromeOS and/or RaspberryPI
- Hybrid Cloud deployments

Microsoft 365 Additional Security Components

- Identity-centric Conditional Access Policies for MS Teams
- Data Loss Prevention in Teams
- eDiscovery & Legal hold for Teams
- Intelligent file classification and encryption Advanced Threat Protection consulting
- Microsoft CAS + Teams
- Teams Collaboration and Governance
- Windows Autopilot
- Privileged Identity Management
- Intune PC Management Policies

Windows 10 and Security Implementation

Windows AutoPilot and Implementation

Windows 10 Security Components Implementation
- Desktop Analytics
- Windows Defender Credential Guard
- Windows Defender Smart Screen
- Windows Defender Application Guard
- Windows Defender Device Guard
- Windows Defender Exploit Guard
- Microsoft BitLocker
- Windows Defender Credential Guard

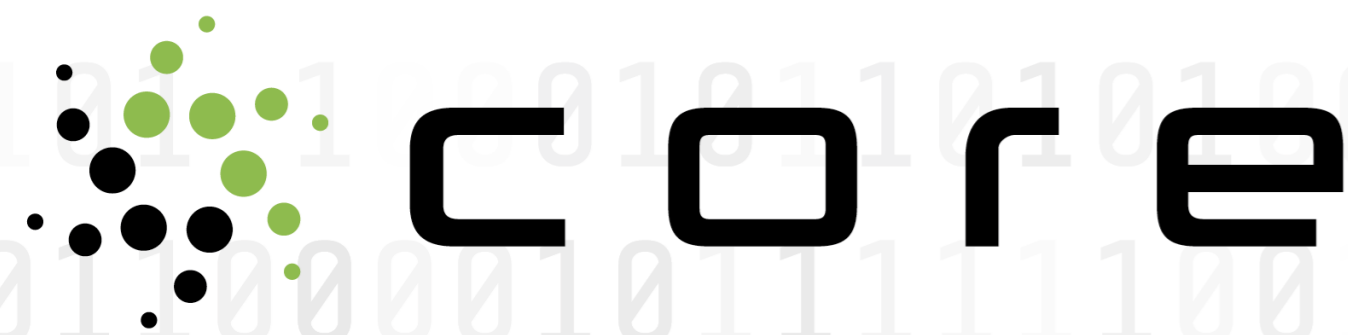core

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General Assumptions

General Assumptions

- Part time during normal business hours: 6am – 6pm PST, Monday – Friday based on a 44-hour week. (migrations and rollouts can/will occur after hours as well)
- Adequate facilities and resources will be provided by the client for services rendered by Core while on-site at any client's location, as needed and where applicable
- Client will acquire all necessary hardware, software and/or subscriptions required to complete this project as per Core BTS's guidance.
- Any changes made to technical or business specifications found in this proposal must be submitted through a valid Change Order, and approved by both client and Core.
- Client and Core must mutually agree to additions or changes to the scope of Services, Deliverables, or assumptions in writing. Core's activities or responsibilities not expressly stated to be within scope are agreed to be out of scope.
- Any delays in the project schedule which are not under the control of Core, including, but not limited to, delays in approvals, procurement or staff availability, may require an adjustment of fees and expenses and/or scheduling estimates for project completion.
- The estimated fee structure is based on the estimated timeline and Core's involvement described herein. Client will dedicate the necessary resources to complement Core and to complete the activities and deliverables according to this SOW.
- Any expenses to be paid by Core shall be duly documented with the corresponding invoices.
- Core will be provided with access to relevant materials, work product, and other documentation, as well as to those representatives within client's organization whose help may facilitate development of Project activities (e.g. meetings, tasks, and deliverables)."
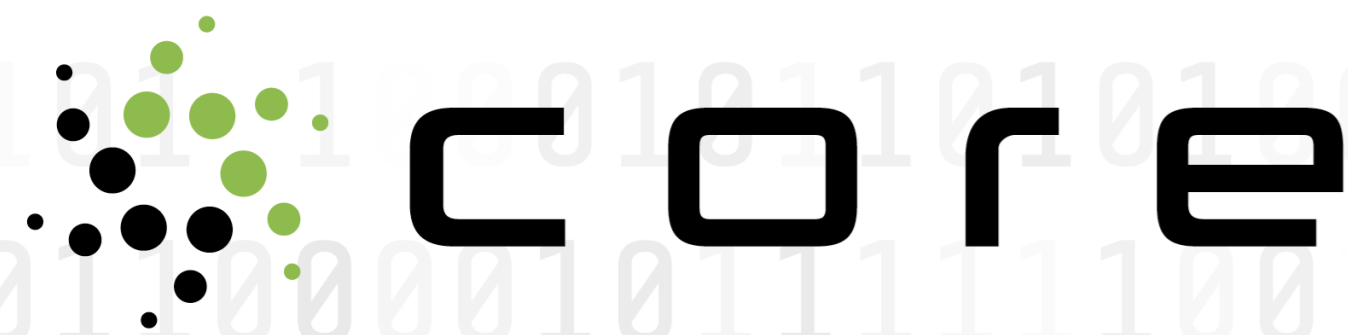
- Core will perform its services from Core's offices. If there's a need to go on client's premises, client will provide Core project team members with a workspace consisting of a suitable network connection (including Internet access), printer and copier access, overhead projector, and telephone access as well as work areas with availability to conference rooms and space for group interviews and meetings (where applicable).
- It is assumed the engagement will proceed continuously and there will be no project interruptions or stoppages ordered other than as may be contemplated by the project plan.
- Proposal pricing to client will be valid for a period of (30) thirty days from the date of this SOW.
- *At least O365 E1, E3, E5, F1 sku is required to get the benefits of the offering. Migration durations will fluctuate based on the amount of data to be migrated.
- ** You can use Mobile Device Management for Microsoft 365 Business Standard to secure and manage the following types of devices. Windows Phone 8.1+, iOS 11.0 or later versions, Android 5.0 or later versions, Windows 8.1, Windows 8.1 RT, Windows 10, Windows 10 Mobile, Access control for Windows 8.1 and Windows 8.1 RT devices is limited to Exchange ActiveSync. Access control for Windows 10 requires a subscription that includes Azure AD Premium and the device needs to be joined to Azure Active Directory. After June 2020, Android versions above 9 will not be able to manage password settings except on Samsung Knox devices. Note: Devices that are already enrolled with lower OS versions will continue to function although the capabilities may change without notice. MDM for Office 365 is hosted by the Intune service. It is a subset of Intune services provided as an added benefit to Office 365 and is a built-in cloud-based solution for managing devices in your organization.
- ***Self-service password reset/change/unlock with on-premises write-back will require at least Azure AD Premium Plan 1. This offering includes only Self-Service Password Reset for cloud users.
- Migration time dedicated by Core BTS is contingent on client's availability, capability and willingness to stay on schedule. Adjustments will be made to SOW as needed thereafter. A new SOW may be required to have Core BTS complete the remainder of the migration and any further integration with existing on-premises systems.

Technical Assumptions

- Active Directory is in a reasonably healthy state and accessible for analysis
- Network is in a healthy state
- CORE BTS expects any elevated consulting accounts to have MFA applied wherever feasible.
- Customer will provide unfettered access to Core BTS consultant(s) for purposes of delivering project goals to customer
- The customer will bear the expense of any SSL certificates which must be purchased.
- Remote access to environment will be granted to consultant and remote work is expected
- Customer maintains data backups and have actively tested backups and restores
- Customer will take responsibility for communications to end-users for changes
- The customer understands that unique peripheral connectivity is not guaranteed, and Core's implementation of such products may be considered out of scope for products not formally supported
- Third party services must be under valid support agreements
- Customer will be responsible for the installation of applications on image. Core can assist in this effort according to the items listed in the SOW, but anything beyond the time allotted by the SOW is considered out of scope and will require change request.

Out of Scope

- Any items not specifically called out in the scope of work
- Additional unplanned effort due to dependencies on Customer, such as deliverables or completion or activities, that are not completed within agreed dates/times.
- Additional unplanned effort due to a type of managed access where Customer needs to be present when CORE BTS accesses any accounts with elevated privileges it needs to fulfill project work.
- Network Remediation beyond providing guidance and/or best practices.
- New SCCM/Intune deployments
- Direct end-user assistance of any type
- Migration of user data to file shares in Azure
- More than 1 WVD Master Image
- More than 8 hours required for building/customization of the WVD Master Image
- More than 4 application installations or 4 hours required for application installations
- More than 5 hours required for WVD environment testing and remediation
- Announcement or Communication Management
- More than 4 hours for printer and peripheral integration into the WVD environment
- Security and Compliance Features Out of scope:
    - a) SSO with ADFS
    - b) MFA conditional Access
    - c) Azure Firewall or Network Appliance
    - d) Azure Security Center for CWPP/CSPM
    - e) Azure Sentinel for SIEM/SOAR
    - f) AAD Premium Features
    - g) Partner Solutions

THANK YOU