Scope of LV's <u>Azure Virtual Desktop</u> (based on Azure) Managed Service

Included

Managed services for **Azure Virtual Desktop** is a Tier 2/3 (Managed Endpoint Services) that covers the following activities:

1. MACD (moves, adds, changes & deletes) for Azure Virtual Desktops:

- **<u>AVD Host Pools and App Groups</u>** creation & configuration
- **<u>Virtual machine and Image</u>** creation & configuration
- **<u>Publishing Resources</u>** – full desktops or individual apps
- **<u>Securing Access</u>** to AVD through user assignment, conditional access, and MFA

2. Maintenance of Azure Virtual Desktop, Images, and troubleshooting the end-user Experience:

- **<u>Maintenance:</u>** Virtual Machine, Image, app and profile management, user management & Identity, and network policies
- **<u>Troubleshooting:</u>** investigate and resolve user-reported issues with virtual desktops and published applications using AVD diagnostics

Not Included

- Licensing for Azure Virtual Desktop

- Onboarding project to design and deploy Azure Virtual Desktop

- Tier 1 Service Desk activities

- Onsite desktop support

- Remote endpoint device management (including Windows 10, Android and Apple IOS). Only the Azure Virtual Desktop environment hosted in Azure is maintained and supported through the service

- Security Incident Event Detection and Response

- Citrix, VMWare Horizon or other desktop virtualization solutions