

■ SERVICE BRIEF

End User Service Desk *Managed Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's End User Service Desk Managed Services.

This engagement provides remote support for end-user devices, system access, and connectivity issues, along with ongoing endpoint health monitoring, patching, and documentation management.

This engagement is governed by this Service Brief and associated with SKU: MS-SERVICE-DESK. The quantity defined in the quote reflects the number of endpoint devices to be managed under this agreement.

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01. Services Overview

Redesign's End User Service Desk provides front-line IT support for remote and on-site users, helping resolve common endpoint, connectivity, and account-related issues.

This service ensures secure, consistent support experiences that improve user productivity and align with IT policies and service-level objectives (SLOs).



02. Offer Structure

PRIMARY SERVICES

- Remote troubleshooting for hardware, access, and connectivity issues
- User account lifecycle management
- Endpoint health monitoring and patching
- Knowledge base maintenance and SOP development
- Policy alignment and documentation governance

OPTIONAL ADD-ONS

Separate SOW

- Onsite technician dispatch
- Hardware procurement and lifecycle planning
- End-user onboarding/offboarding workflow automation

03. Project Scope

This engagement covers DR management for infrastructure leveraging one or more of the following technologies:

- Laptops, desktops, and thin clients
- Peripheral devices (e.g., monitors, printers, webcams)
- VPN and wireless network connectivity
- User account provisioning and permissions management
- Operating system and patch health for endpoints

04. Quantity & Effort Model

- **Service SKU: MS-SERVICEDESK**
- **Quantity: Number of supported endpoint devices**

■ MONTHLY SUPPORT TERMS

This service includes up to the number of hours specified in the associated quote for operational support per month, limited to the activities defined in this Service Brief. Unused hours do not carry over to subsequent months. Additional support hours may require a revised quote or a separate Statement of Work (SOW).

This service includes installation, configuration, and monitoring for up to the number of devices specified in the associated quote for NinjaOne RMM.

05. Services & Key Activities

Stage	Key Activities
➔ Discovery & Planning	<ul style="list-style-type: none">▪ Review scope and define environment boundaries▪ Request network diagrams, device configurations, and access▪ Schedule stakeholder interviews (network and security leads)
➔ Architecture & Control Review	<ul style="list-style-type: none">▪ Evaluate segmentation, zoning, and interconnectivity▪ Assess firewall rulesets and access control models▪ Review ingress/egress points, NAT, and exposure▪ Identify use of encryption, IDS/IPS, and traffic inspection
➔ Risk & Gap Analysis	<ul style="list-style-type: none">▪ Identify architectural risks or inefficiencies▪ Detect overly permissive rules, exposed services, or shadow access▪ Review against best practices and relevant frameworks (e.g., Zero Trust, NIST)
➔ Recommendations & Reporting	<ul style="list-style-type: none">▪ Provide prioritized risk-based remediation actions▪ Suggest architectural improvements or control updates▪ Deliver annotated diagrams (if in scope) and reporting

06. Deliverables

Redesign will deliver all scoped services within the monthly support hour limit defined in the quote. Fixed deliverables (e.g., scheduled reports or platform reviews) will be prioritized.

Support beyond the allocated hours is not guaranteed and may require a revised quote or separate SOW.



Monthly incident report with resolution metrics and trends



Updated SOPs and internal knowledge base entries



Endpoint patch status and compliance reporting



Monthly Service Review (virtual, 1 hour)

07. Services Scope Changes

Changes to supported user count, endpoint platforms, or required coverage hours may necessitate a revised quote or SOW.

08. Services Scope Exclusions

This engagement does not include:

- Onsite hardware replacements or break/fix activities
 - Support for unmanaged personal devices unless explicitly scoped
 - Custom application support beyond vendor-published usage guidelines
 - Security incident response or forensic investigations
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09. Customer Responsibilities

- Provide Redesign with authorized credentials and access to in-scope systems
- Allow Redesign to install NinjaOne RMM on in-scope systems
- Maintain up-to-date endpoint inventory
- Notify Redesign of onboarding/offboarding events
- Assign stakeholder(s) for escalations and approvals

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

10. Services Schedule

- **Start Date:** Upon signed quote and kickoff
- **Completion:** End date specified in the quote

11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

ⓘ SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: MS-SERVICEDESK and quantity
- Onboarding completed and access validated
- Stakeholders and escalation paths defined

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

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