

■ SERVICE BRIEF

Microsoft Core Services *Managed Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Microsoft Core Services Managed Services.

This engagement provides operational management, monitoring, and support for Active Directory (AD), Domain Name System (DNS), and Dynamic Host Configuration Protocol (DHCP) environments.

This engagement is governed by this Service Brief and associated with SKU: MS-MICRO-SOFT-CORE.

The quantity defined in the quote reflects the number of Microsoft Core Services environments, including total domain controllers and supported AD-integrated infrastructure components to be managed under this agreement.

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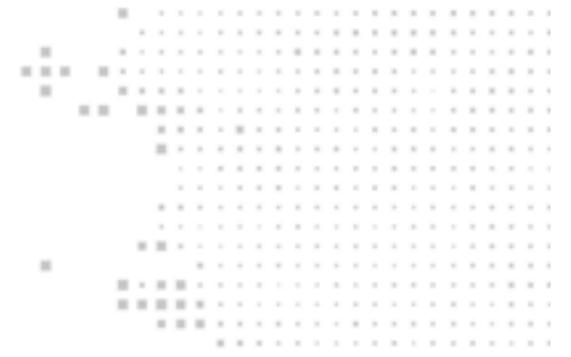
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01. Services Overview

Redesign's Microsoft Core Services Managed Services offering ensures the availability, stability, and security of foundational Microsoft infrastructure services—Active Directory, DNS, and DHCP. The service includes configuration management, patching, and policy updates to support secure identity resolution and network access operations.



02. Offer Structure

PRIMARY SERVICES

- Active Directory administration
- DNS and DHCP management and monitoring
- Incident handling for core service failures
- Patch and version control for DCs and associated services
- Configuration documentation and change tracking
- Policy and standards alignment

OPTIONAL ADD-ONS

Separate SOW

- Active Directory redesign or domain migration
- Conditional Access or MFA integration
- AD health remediations
- Active Directory hardening assessment

03. Project Scope

The service applies to the following types of network infrastructure devices:

- **Active Directory Domain Services (AD DS)**
- **Domain Name System (DNS)**
- **Dynamic Host Configuration Protocol (DHCP)**

All devices must be functional, supported, and reachable for inclusion.

04. Quantity & Effort Model

- **Numer of Sites in Forest**
- **Quantity:**
 - Numer of Sites in Forest
 - Number of Domain Controllers under management
 - Number of AD-integrated DNS and DHCP servers
 - Number of AD users and groups (for baseline planning only)

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).

05. Services & Key Activities

Stage	Key Activities
 Active Directory (AD) Management	<ul style="list-style-type: none"> ▪ Manage user accounts, groups, and group policy objects (GPOs) ▪ Maintain and monitor replication health and topology ▪ Deploy, configure, and decommission domain controllers ▪ Manage organizational units (OUs), login scripts, and trusts
 DNS Administration	<ul style="list-style-type: none"> ▪ Maintain forward and reverse lookup zones ▪ Manage DNS records (A, CNAME, MX, PTR, SRV) ▪ Configure and validate DNS forwarders and scavenging ▪ Troubleshoot name resolution failures and latency
 DHCP Operations	<ul style="list-style-type: none"> ▪ Manage DHCP scopes, exclusions, and reservations ▪ Monitor lease assignments and resolve IP conflicts ▪ Maintain backup and failover configurations ▪ Audit address usage and adjust scopes as needed
 General Monitoring and Support	<ul style="list-style-type: none"> ▪ Monitor overall health and performance ▪ Track uptime, replication latency, and resource usage ▪ Apply and verify security patches and cumulative updates ▪ Respond to authentication, resolution, or configuration incidents ▪ Maintain full change management and system documentation
 Policy Review & Governance	<ul style="list-style-type: none"> ▪ Review domain policies for password complexity, lockout thresholds, and group memberships ▪ Ensure DNS follows security and redundancy best practices ▪ Align DHCP lease policies with environment needs and industry standards

06. Deliverables



Monthly status report on AD, DNS, and DHCP health



Upgrade execution summary



Configuration documentation for domain controllers, zones, and scopes



Monthly Service Review (virtual, 1 hour)

07. Services Scope Changes

Modifications to domain architecture, AD forest trusts, DNS zone redesign, or DHCP migrations may require a revised quote or separate SOW..

08. Services Scope Exclusions

This engagement does not include:

- **AD forest or domain consolidation projects**
 - **Azure AD-only or cloud-native directory platforms**
 - **Identity governance, MFA, or SSO deployment**
 - **Backup configuration and disaster recovery for core services**
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09. Customer Responsibilities

Maintain valid vendor support agreements:

- **Provide Redesign remote access to in-scope servers and consoles**
- **Maintain valid Microsoft licensing and support agreements**
- **Assign internal stakeholder(s) for change approvals and issue triage**
- **Notify Redesign of pending major changes or updates to infrastructure**

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:

ⓘ ONSITE SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: MS-MICROSOFT-CORE and defined quantity
- Stakeholders assigned and remote access provisioned
- Kickoff and onboarding completed

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

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