

▶ Service Brief

Virtual Resource & Guest OS Management

Managed Services





This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Virtual Resource and Guest Operating System (OS) Managed Services. This engagement includes provisioning and maintenance of virtual machines (VMs) and guest OS environments.

This engagement is governed by this Service Brief and associated with SKU: MS-VMGUEST. The quantity defined in the quote reflects the number of guest operating system instances.



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01. Services Overview

Redesign’s Virtual Resource and Guest OS Management offering provides ongoing support for VM provisioning and deprovisioning, resource optimization, Guest OS maintenance, and operational documentation. The service ensures systems are efficiently allocated, securely maintained, and documented to align with IT standards and business needs.



02. Offer Structure

Primary Service

- ▶ VM provisioning & deprovisioning
- ▶ Guest OS deployment, patching, and configuration
- ▶ Documentation and operational policy management

Optional Add-Ons

Separate SOW

- ▶ OS hardening or baseline remediation
- ▶ Backup configuration for new VMs
- ▶ On-demand reporting beyond standard reviews
- ▶ Custom script automation or self-service enablement

03. Project Scope

This engagement covers the operational lifecycle of:

- Virtual machines (VMs)
- Guest OS instances (Windows or Linux)

Provisioning, configuration, and maintenance activities are included for all in-scope resources defined in the quote and validated during onboarding.

04. Quantity & Effort Model

- Service SKU: MS-VMGUEST
- Quantity:
 - Number of deployed guest operating system instances



05. Services & Key Activities

Stage	Key Activities
1. Provisioning & Infrastructure Management	- Monitor and fulfill requests for VM provisioning and deprovisioning - Manage space allocation and availability across provisioned VMs - Deploy guest OS instances from approved templates - Maintain records of system provisioning and lifecycle state
2. Guest OS Management	- Monitor guest OS performance, availability, and resource utilization - Apply and verify regular OS patches and updates - Respond to OS-related incidents and performance issues - Maintain up-to-date OS configurations, templates, and version records
3. Governance & Documentation	- Maintain detailed change management records - Refine provisioning and deployment policies in alignment with security and compliance best practices

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.



07. Services Scope Changes

Changes in hypervisor platforms, OS support requirements, or provisioning models may require a revised quote or SOW.

08. Services Scope Exclusions

This engagement does not include:

- Hypervisor or host platform upgrades
- Backup, restore, or DR testing (available under separate scope)
- OS reinstallation for failed systems outside patching activity
- Onboarding of unsupported OS types or custom distributions

09. Customer Responsibilities

- Provide Redesign with secure access to VM management platforms
- Maintain up-to-date OS and software licensing
- Submit provisioning requests in approved format
- Assign stakeholder(s) for authorization and change validation

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:

www.redesign-group.com/legal

Services will not begin until the following prerequisites are met:

- ✓ Signed quote referencing SKU: MS-VMGUEST and quantity
- ✓ Stakeholders assigned and onboarding completed
- ✓ Access validated to target infrastructure

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



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to the curious.