

Assessment areas as per Microsoft SAM Optimization Model (SOM) and based on ISO-19770-1 Standards

| ISO 19770-1 | Microsoft SOM key competency |
|--------------------------------------|--|
| Organizational management | <ol style="list-style-type: none"> 1. Existence of SAM throughout organization structure 2. Existence of SAM competence and self-Improvement plan |
| SAM inventory processes | <ol style="list-style-type: none"> 3. Completeness of hardware and software inventory 4. Accuracy of hardware and software inventory |
| SAM verification processes | <ol style="list-style-type: none"> 5. Completeness and accuracy of license entitlement records 6. Existence of periodic reporting and self-evaluation |
| SAM operations and interfaces | <ol style="list-style-type: none"> 7. Completeness of operations management records and interfaces |
| Lifecycle process interfaces | <ol style="list-style-type: none"> 8. Effectiveness of acquisition process 9. Effectiveness of deployment process 10. Effectiveness of retirement process |

Microsoft SAM Managed Service Program

EY's assessment process

EY | Assurance | Tax | Transactions | Advisory

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“The review was well structured and delivered by consultants who clearly were experienced and well informed. I found working with EY on the service assessment very beneficial, the resulting report was very informative and it was great to see the positive feedback on our services, (as well as some useful suggestions for further enhancement.)”

David Morgan-Frith | Softcat plc

“The team from EY were great to work with from day one keeping us fully informed of all requirements and progress at every stage of the process. During the two day workshop on site to review our Managed Service they were very thorough, demonstrating first rate knowledge of everything required to make the MSP program meaningful and worthwhile to all parties involved. As a managed service provider we have certainly improved from the process, be it a tweak to our service contracts or an alternate mechanism for reporting, the whole experience was very worthwhile.”

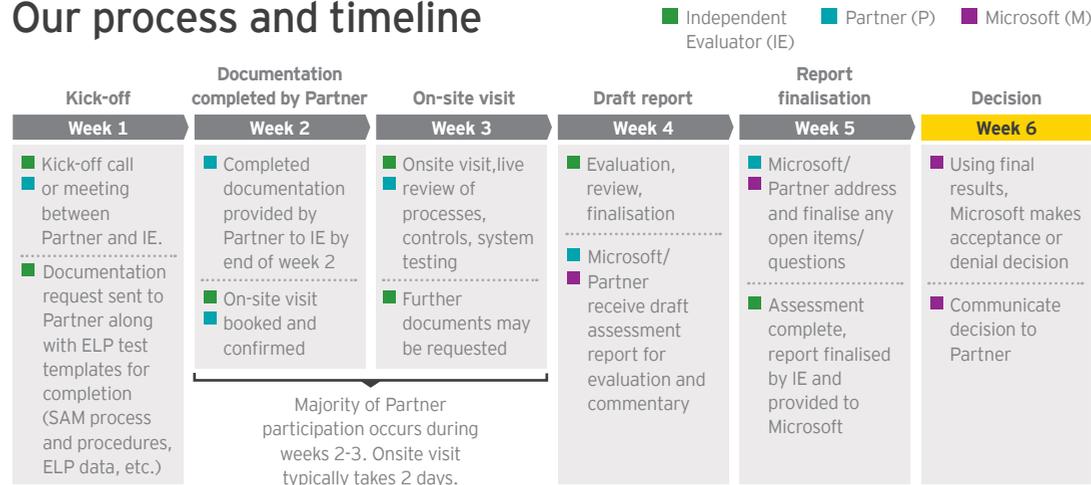
David Chamberlain | Phoenix Software Ltd

Assessment aim and objectives

The assessment aims to help Microsoft determine whether a Partner’s SAM Managed Service Program should be accredited. The objectives of the assessment are to:

- ▶ Understand the managed services provided by the SAM partner
- ▶ Understand the level of control and transparency that partners have over their end customers
- ▶ Assess partner’s processes and controls, that pertain to the SAM services provided to end customers, against ISO19770-1

Our process and timeline



Kick-off
The process starts with a kick-off call between the SAM partner and EY. During this call EY will provide an overview of the assessment process, data requirements, desired outcomes and timelines.

Information request
EY will request the following:

- ▶ Process documentation outlining the baseline services provided to customers
- ▶ An example of a “standard” customer contract
- ▶ Examples of periodic reports provided to customers, e.g., Deployment reports
- ▶ A list of customers by service category/type

ELP test
At the time of sending the above information request EY will send test data to the SAM partner and request that the SAM partner completes and returns an ELP to EY. The purpose of this step is to test the SAM partners ability to produce customer ELPs.

Documentation review
EY will review all documentation provided by the SAM partner along with the completed ELP. Questions will be covered at the interview stage of the assessment.

Interviews and testing
EY will perform interviews and testing based on information provided by the SAM partner during the assessment process.
An overview of the areas we will cover during the interviews and testing are set out overleaf.

Reporting
Our reporting to you will include:

- ▶ Project contacts involved in the assessment
- ▶ Verification of partner eligibility
- ▶ Assessment scores and results
- ▶ Evidence of findings and recommendations

EY’s commitments to you

- ✓ We will respond to any queries or emails within **24 hours**.
- ✓ We will aim to complete all fieldwork within **one week**.
- ✓ We will share an extract of the report with you and give you the **opportunity to comment** prior to issuing the report to Microsoft.
- ✓ All documentation will be kept **confidential**.
- ✓ Our assessment process will require no more than **5 man days** of SAM partner time.
- ✓ We will ensure that the assessment **does not disrupt** your business in any way – we will perform as much work as possible remotely and we will be flexible in agreeing meeting times with you.

Your EY contacts



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