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

<table>
<thead>
<tr>
<th>ISO 19770-1</th>
<th>Microsoft SOM key competency</th>
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| Organizational management | 1. Existence of SAM throughout organization structure  
                              2. Existence of SAM competence and self-Improvement plan |
| SAM inventory processes | 3. Completeness of hardware and software inventory  
                             4. Accuracy of hardware and software inventory |
| SAM verification processes | 5. Completeness and accuracy of license entitlement records  
                                  6. Existence of periodic reporting and self-evaluation |
| SAM operations and interfaces | 7. Completeness of operations management records and interfaces |
| Lifecycle process interfaces | 8. Effectiveness of acquisition process  
                                 9. Effectiveness of deployment process  
                                10. Effectiveness of retirement process |
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

<table>
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<tr>
<th>Kick-off</th>
<th>Documentation review</th>
<th>Interviews and testing</th>
<th>Reporting</th>
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<tbody>
<tr>
<td>Kick-off call or meeting between Partner and IE.</td>
<td>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.</td>
<td>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.</td>
<td>Our reporting to you will include:</td>
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<td>Documentation request sent to Partner along with ELP test templates for completion (SAM process and procedures, ELP data, etc.)</td>
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<td>Information request</td>
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<td>Process documentation outlining the baseline services provided to customers</td>
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<td>An example of a “standard” customer contract</td>
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<tr>
<td>Examples of periodic reports provided to customers, e.g., Deployment reports</td>
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<tr>
<td>A list of customers by service category/type</td>
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<tr>
<td>ELP test</td>
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<td>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.</td>
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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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