	Group IT Scope of Work SOTI Device Management Support & Maintenance Licenses
⊘ Eskom	

Scope of Work/Business requirements

SOTI Enterprise Mobility Management (EMM) tool enables the Eskom Distribution Division to enrol and manage Enterprise Digital Assistant (EDA) devices used for Field Work Force Management. This includes management of device application configurations, data settings and other network related settings. It is made possible by ensuring that each EDA device that is allocated to a field service personnel is enrolled and loaded with SOTI EMM management agent.

Through SOTI EMM, Distribution Business is equipped with a centralised location of managing and securing Eskom exposed data on the EDA devices. SOTI efficiently facilitates the control and viewing of EDA devices remotely. This also includes the management of deployed software by enforcing Eskom software policies for safeguarding enterprise data. Furthermore, the devices' movement is tracked and monitored in real-time.

Thus, the scope of work encompasses the following items:

1. **Purchasing of SOTI Enterprise Mobility Management (EMM) Product Licenses and Maintenance and Support:**

SOTI Licenses & Support	**On-Premise Perpetual**	**Period**
SOTI MobiControl License	6500	5 Years
SOTI Assist	10	5 Years

2. **Ad Hoc Enhancements & 3rd Line Support for 5 years:**

Business enhancements
Onboarding and Enrolment of devices onto the SOTI platform
Design and development for changes to the SOTI EMM
Prepare, develop, and update all documentation related to SOTI EMM changes and fixes
SOTI EMM enhancements and defect Resolution and associated related project activities
Provide adequate knowledge and skills transfer on the use of all components within SOTI EMM environment
Assist with SOTI EMM Solution Health Checks
Responsible for troubleshooting and diagnostics of mobile devices installed with SOTI
Provide subject matter expertise support to Help Desk and end users
Provide response and assistance for all urgent and related responsibilities e.g., firmware updates, Diagnostics, Remote Configuration and Provisioning, Security, Backup/Restore, Network Usage and Support, Mobile asset tracking and management, Device Policy Management, Remote Lock and Wipe and Device Provisioning

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𝒩 Eskom	SOTI Device Management Support & Maintenance Licenses

Secures, monitors, manages, and supports mobile devices deployed across mobile operators, service providers and the enterprise
Create documentation for department processes with knowledgebase
Supports all technical aspects of the company mobile device management (MDM) solution with integration to the Enterprise Mobility Management (EMM) system Continuous evaluation of MDM and EMM systems
Performs any data analysis relevant to project tasks
Meet and exceed SLA while resolving incidents in a timely manner while upholding customer service standards
Provide remote support tool, and over the phone technical support to troubleshoot and resolve systems and software issues.
Run diagnostic programs, isolates problem, and determines and implements solution.
Provide mobile devices support (WinCE and tablets and Android mobile and tablets but not limited to), and responsible for maintaining enterprise mobile standard, policies and implementation practices.
Support response time of 24/7.

Assistance from vendor in verifying licence compliance on annual basis

New version roadmap sessions

Web based training at no cost

System classification	Priority	Mean time to respond (mins)	Mean time to resolve (Hrs)	Target (%)
Business Critical	P1	15	4	100
Business Critical	P2	30	6	99
Business Critical	P3	45	8	99
Business Critical	P4	45	16	99

By signing this document, the people listed record their agreement on the contents of this document.

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Reviewer   **Signature:**

                                     Date: 23/06/2022

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