

FastTrack Benefit Services

1. Objective

This arrangement for professional services (Arrangement) represents an agreement between Catapult Systems, LLC (Catapult) and State Board of Administration of Florida (Client). The purpose of this engagement is to deliver the Microsoft FastTrack Benefit for [eligible products and plans](#) as defined by the [Microsoft FastTrack benefit guidance](#) by workload.

2. Scope of Services

FastTrack services provide a recommended approach, guidance, and best practices for technical onboarding (core onboarding, service onboarding, and data migration) and user adoption. User adoption services provide guidance and templates to ensure your users are aware of the eligible services and can use them to drive business value. All **in scope** FastTrack services are delivered remotely via scheduled online meetings between the Client and Catapult FastTrack Specialists.

Change Description

Utilizing their FastTrack benefits, State Board of Administration of Florida will be provided guidance as outlined by workload per the [FastTrack process and expectations](#). **State Board of Administration of Florida selects Catapult as their FastTrack partner for the following workloads:**

FastTrack Benefit for Office 365

<input checked="" type="checkbox"/> Exchange Online	<input checked="" type="checkbox"/> SharePoint Online
<input checked="" type="checkbox"/> Microsoft Teams – Apps & Platform	<input checked="" type="checkbox"/> Microsoft Teams – Meetings
<input checked="" type="checkbox"/> Microsoft Teams – Phone Systems	<input checked="" type="checkbox"/> Microsoft 365 Apps
<input type="checkbox"/> Microsoft Information Protection	

FastTrack Benefit for Enterprise Mobility + Security

<input type="checkbox"/> Azure Active Directory Premium	<input checked="" type="checkbox"/> Microsoft Intune
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FastTrack Benefit for Windows 10

<input type="checkbox"/> Microsoft Defender Advanced Threat Protection	<input type="checkbox"/> Microsoft Edge
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What is your tenant's sub-domain name, e.g. yourcompany.onmicrosoft.com?

sbafla.com

Directory ID/Tenant ID (Found in Azure Active Directory under "Manage", "Properties")

f51e233e-f153-41f3-931f-987da82e38af

FastTrack benefits guidance**FastTrack Core Onboarding****Identity Integration**

Provide remote guidance for:

- Preparing on-premises Active Directory Identities for synchronization to Azure Active Directory (Azure AD) including installing and configuring Azure AD Connect (single- or multi-forest) and licensing (including group-based licensing).
- Creating cloud identities including bulk import and licensing including using group-based licensing.
- Choosing and enabling the correct authentication method for your cloud journey, Password Hash Sync, Pass-through Authentication, or Active Directory Federation Services (AD FS).
- Enabling AD FS for customers with a single Active Directory forest and identities synchronized with the Azure AD Connect tool. This requires Windows Server 2012 R2 Active Directory Federation Services 2.0 or greater.
- Migrating authentication from AD FS to Azure AD using Password Hash Sync or Pass-through Authentication.
- Migrating pre-integrated apps (like Azure AD gallery software-as-a-service (SaaS) apps) from AD FS to Azure AD for single sign-on (SSO).
- Enabling SaaS app integrations with SSO from the Azure AD gallery.
- Enabling automatic user provisioning for pre-integrated SaaS apps as listed in the [App integration tutorial list](#) (limited to Azure AD gallery SaaS apps and outbound provisioning only).

FastTrack Benefit for Office 365**Exchange Online**

Provide remote guidance on:

- Setting up Exchange Online Protection (EOP) features for all mail-enabled domains validated in Office 365.
- Pointing your mail exchange (MX) records to Office 365.
- Setting up the Office 365 ATP feature if it's a part of your subscription service.
- Setting up the data loss prevention (DLP) feature for all mail-enabled domains validated in Office 365 as part of your subscription service.
- Setting up Office 365 Message Encryption (OME) for all mail-enabled domains validated in Office 365 as part of your subscription service.
- Configuring firewall ports.
- Setting up DNS, including the required Autodiscover, sender policy framework (SPF), DomainKeys Identified Mail (DKIM), Domain-based Message Authentication, Reporting and Conformance (DMARC) and MX records (as needed).
- Setting up email flow between your source messaging environment and Exchange Online (as needed).
- If client is [eligible for data migration](#), undertaking mail migration from your source messaging environment to Office 365.

- Configuring mailbox clients (Outlook for Windows, Outlook on the web, and Outlook for iOS and Android).

SharePoint Online

Provide remote guidance on:

- Setting up DNS.
- Configuring firewall ports.
- Provisioning users and licenses.
- Enabling site creation for your SharePoint Online admin.
- Planning site collections.
- Securing content and managing permissions.
- Configuring SharePoint Online features.
- Configuring SharePoint hybrid features, like hybrid search, hybrid sites, hybrid taxonomy, content types, hybrid self-service site creation (SharePoint Server 2013 only), extended app launcher, hybrid OneDrive for Business, and extranet sites.
- Your migration approach.

Microsoft 365 Apps

Provide remote guidance on:

- Addressing deployment issues.
- Assigning end-user and device-based licenses using the Microsoft 365 admin center and Windows PowerShell.
- Installing Microsoft 365 Apps from the Office 365 portal using Click-to-Run.
- Installing Office Mobile apps (like Outlook Mobile, Word Mobile, Excel Mobile, and PowerPoint Mobile) on your iOS or Android devices.
- Configuring update settings using the Office 365 Deployment Tool.
- Selection and setup of a local or cloud installation.
- Creation of the Office Deployment Tool configuration XML with the Office Customization Tool or native XML to configure the deployment package.
- Deployment using Microsoft Endpoint Configuration Manager, including assistance with the creation of Microsoft Endpoint Configuration Manager packaging. Additionally, if you have a macro or add-in that worked with prior versions of Office and you experience compatibility issues, we provide guidance to remediate the compatibility issue at no additional cost through the App Assure program.

Microsoft Teams

Provide remote guidance on:

- Confirming minimum requirements in Exchange Online, SharePoint Online, Office 365 Groups, and Azure AD to support Teams.
- Configuring firewall ports.
- Setting up DNS.
- Confirming Teams is enabled on your Office 365 tenant.
- Enabling or disabling user licenses.
- Network assessment for Teams:
 - Port and endpoint checks
 - Connection quality checks

- Bandwidth estimates
- Configuring Teams app policy (Teams web app, Teams Desktop app, and Teams for iOS and Android app)
- If applicable, we also provide remote guidance for:
 - Microsoft Teams Room Devices:
 - Creation of online accounts needed for supported telephony and conference room devices listed in the [Teams devices catalog](#).
 - Enabling Audio Conferencing:
 - Organization setup for conference bridge default settings
 - Assignment of conference bridge to licensed users
 - Phone System:
 - Organization setup for Cloud Voice default settings
 - Calling Plans guidance ([available markets](#)):
 - Assignment of numbers to licensed users.
 - Local number porting guidance through user interface (UI) up to 999.
 - Local number porting service request (SR) support over 999.
 - Direct Routing guidance:
 - Organization setup guidance for Direct Routing design of partner-hosted scenarios, or customer-deployed scenarios for a single site.
 - Enabling Teams live events.
 - Organization setup and integration into Microsoft Stream.

FastTrack Benefit for Enterprise Mobility + Security**Microsoft Intune**

Provide remote guidance on:

- Licensing your end users.
- Configuring identities to be used by Intune by leveraging either your on-premises Active Directory or cloud identities (Azure AD).
- Adding users to your Intune subscription, defining IT admin roles, and creating user and device groups.
- Configuring your MDM authority, based on your management needs, including:
 - Setting Intune as your MDM authority when Intune is your only MDM solution.
- Providing MDM guidance for:
 - Configuring test groups to be used to validate MDM management policies.
 - Configuring MDM management policies and services like:
 - App deployment for each supported platform through web links or deep links.
 - Conditional Access policies.
 - Deployment of email, wireless networks, and VPN profiles if you have an existing certificate authority, wireless network, or VPN infrastructure in your organization.
 - Setting up the Microsoft Intune Exchange Connector (when applicable).
 - Connecting to the Intune Data Warehouse.
 - Integrating Intune with:

- Team Viewer for remote assistance (a Team Viewer subscription is required).
- Mobile Threat Defense (MTD) partner solutions (an MTD subscription is required).
- A telecom expense management solution (a telecom expense management solution subscription is required).
- Microsoft Defender ATP (Windows E5 or Microsoft 365 E5 licenses are required).
 - Enrolling devices of each supported platform to Intune.
- Providing app protection guidance on:
 - Configuring app protection policies for each supported platform.
 - Configuring Conditional Access policies for managed apps.
 - Targeting the appropriate user groups with the previously mentioned MAM policies.
 - Using managed-apps usage reports.
- Providing migration guidance from legacy PC management to Intune MDM.

3. Out of Scope

Areas that are **out of scope** for this engagement include, but are not limited to the following:

- Modifications to the Office 365 Service
- Managing end-user and organizational communications, documentation, training, and change management processes
- Help-desk documentation and training
- Formal user training (such as workshops, classroom, and books) or development of custom training courses or materials, except as explicitly defined as in-scope
- Producing customer-specific reports, presentations, or meeting minutes
- Pre-work required at the customer site
- Architectural and technical documentation specific to the customer, except as explicitly defined as in-scope
- Design, procurement, installation, and configuration of hardware and networking
- Procurement, installation, and configuration of software, except as explicitly defined as in-scope
- Configuration, packaging, and distribution of client software required for the Office 365 service
- Management, configuration, and activation of mobile devices
- Applying security policies on mobile devices
- Implementing network configuration, analysis, bandwidth validation, testing, and monitoring
- Approval of technical change management process and producing supporting documentation
- Rationalization and definition of group policies for user, workstation, and server management
- Modification of a current operational model and operation guide



- Co-branding of Office 365 user interfaces
- Decommissioning and removal of on-premises environments (such as messaging and collaboration)
- Construction and maintenance of the customer test environment
- Installing service packs and any required updates on infrastructure servers

4. Schedule

Catapult will work with the Client to establish a mutually agreeable schedule for FastTrack online meetings and conference calls.

5. Professional Service Fees

Catapult will provide these services at no charge to Client.

6. Terms and Conditions

This APS is subject to the terms and conditions of current GSA Offered Pricing (GSA), between Catapult and GSA in effect at the time of signature for this SOW.

https://www.gsaadvantage.gov/ref_text/GS35F0613W/0VO7AC.3REK93_GS-35F-0613W_A70.PDF



GSA Contract Number: GS-35F-0613W


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7. Acceptance

Completion of this form acknowledges you have selected Catapult as your FastTrack partner.

CATAPULT SYSTEMS, LLC	State Board of Administration of Florida
SIGNATURE 	SIGNATURE 
PRINTED NAME Syed Hasan	PRINTED NAME Craig A. Meyer
TITLE VP Operations & Managed Services	TITLE Assistant General Counsel
DATE 01/22/2021	DATE 01/22/2021

APPROVED BY

CRAIG A. MEYER
ASSISTANT GENERAL COUNSEL