

Managed Device as a Service - Mobile Operations Center Responsibility Matrix

Last Updated Q4-2020

Items	RapidScale	Customer
Setup of Windows 10, patching, updates		Yes
Backup of Windows 10		Yes
Windows / OS Support		
Windows password mgmt. (passcode/PIN resets)	Limited	
Policy management (Windows Backup, other)		Yes
Rolling back Windows to the last restore window - actively doing the restore	Yes, Limited Before RMA	
Blue screen and crashing	Yes, Limited Before RMA	
Device Support		
Hardware troubleshooting	Yes	
Device connectivity	Yes	
How-to use device questions	Yes	
Browser troubleshooting	Yes	
Break Fix		
Issues with hardware	Yes	
Issues with battery	Yes	
Broken screen	Yes	
Issues with web camera	Yes	
Hard drive crashing	Yes	
Loss or Stolen		
Device stolen	Yes	
Provide RapidScale with police report within 30 days		Yes
Device lost	Yes	
3rd-Party Applications		
Customer-installed applications		Yes
RapidScale managed M365 (or other existing RS services)	Yes	
LTE Support		
LTE settings on device	Yes	
LTE service subscription (AT&T, Verizon, etc.)	No	

MOC - Out of Scope Items

- Windows/password management
- Peripheral support
- 3rd-party SW/application support
- Setup of Windows 10, patching, upgrades
- Backup of Windows 10