

IT Workplace as a “Service”

Provide an IT workplace for a user-centric world

Service Offered

■ Package for a new comer:

This service provides end users with a standard and secured workstation and phone to be used in the Technip IT environment with up-to-date configurations, solutions and services, including license management and service desk support.

❑ Workstation:

- Desktop for people having mainly a sedentary job.
- Laptop (+ additional screen) for people working in a nomad activity.
- CAD Station according to your job.

❑ Software:

- Office apps (Word, Excel, Powerpoint)
- Communication and collaboration tools (Outlook, Skype for Business, Yammer)
- Access to shared resources (printing, personal and shared network drives)
- Software licenses according to the job.

❑ Security:

- Cable to tie the device to the desk, mainly for laptops.
- Security tools (antivirus, antimalware, local firewall, IPS)

❑ Access:

- Telephony (Physical or Softphone)
- Corporate Network (Wired and Wireless)
- Internet
- Printing



This service includes IT Support

■ Mobile phones and smartphones:



This is an on request service. When approved, It provides end users with device set procurement (voice and data), configuration and maintenance. End users will benefit from a full phone management service including a synchronization software with emails, calendar, address book and Skype for business.

■ Loan of nomad devices: For temporary needs (travel, mission...) some devices can be loaned.

- Laptop
- Mobile phone






■ Asset replacement:



As a general rule, IT assets have a determined life-cycle generating an automatic replacement process. Nevertheless, due to a failure or a device inappropriate performance to perform the job, its replacement can be required. This service includes the data recovery.

- Desktop: 5 years
- Laptop: 3 years
- CAD station: < 5 years according to performance requirements

Service Level Offered (1) (Lead Time)

					
New requirement supply (No data recovery)	Lead time (Days)	Desktop	1	2	5
		Laptop	3	5	15
		CAD station	3	5	15
		Mobile	1	3	3
		Phone/Smartphone	3	5	15
		Specific Software: Purchasing elapse time +	3	5	15
Loan of nomad devices	Lead time (Days)	Laptop	3	5	15
		Mobile	1	3	5
		Phone/Smartphone	3	5	15
Replacement for failure or defect (with data recovery)	Lead time (Days)	Desktop	1	3	5
		Laptop	2	5	10
		CAD station	2	5	10
		Mobile	2	4	5
		Phone/Smartphone	2	4	5
End of Life replacement	Lead time	All devices	EoL + 3 months	EoL + 1 year	no service level

(1): The Service Level offered depends of the usage and execution context. This indicated level corresponds to a service delivered to TECHNIP permanent sites. The level offered to construction sites, fleet, plants, yards is defined with business according to the need.

Local Data Protection

- IT Departments do not manage any local hard disk. Backup of important data is under the user responsibility.
- MS-Onedrive ® solution is at your disposal to backup important data, but be cautious, don't share confidential data.
- Laptop hard disk encrypted.
- External devices (USB key, memory card, external disk and others) used to save Confidential or Critical data have to be encrypted.

How to Get the Service

Depending to the entity:

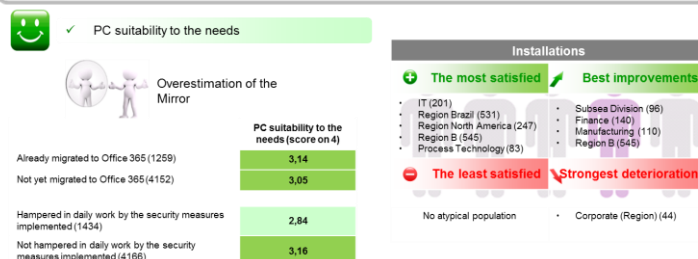
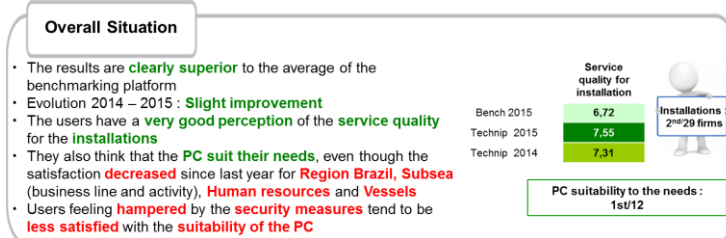
- From ServiceNow Request Catalog
<https://technip.service-now.com/navpage.do>

or

- From a dedicated tool generally reachable from The Link

User Satisfaction Survey

In order to improve the quality of service delivered, IT regularly measures the User Satisfaction with benchmark comparison



Contacts

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