Kinto Mobility Email Service Description

Service	**Kinto xxx**
Market	**xxx**
Contact Details	**Business:** Contact name/email/phone **Technical:** Contact name/email/phone **Billing:** Contact name/email/phone Legal entity name and address VAT number
Date Requested	
Date Needed	
Business Background	
Email Request Summary	

Service Overview
(To be completed by EAR-IT)

Third Party (non-TFS) Access	
Access by third parties (not on TFS EAR wide area network) is restricted to the specific public IP addresses listed below and requires Multi-Factor Authentication (MFA) **Email Clients** Outlook 2016 or later Latest Chrome, Edge, IE browser at https://outlook.office365.com **DNS Resolution** sts.toyota-fs.com must be resolved using the public DNS records **Accessible URLs and IP Addresses** The attached document shows the URLs and IP addresses that must be reachable  Exchange%20Online%20URLs%20and%20	
Describe details of any 3rd party access	
Authorised IP Addresses	To be discussed and agreed with EAR-IT

Remote Access	
Description of how staff access email remotely including VPN solution and O365 routing. A static IP address is required from staff accessing email remotely. **O365 traffic must be routed through corporate VPN solution to provide static IP address**	
Authorised IP Addresses	Remote Access: • List of public IPs

Personal Email (firstname.lastname@kinto-mobility.com)				
First Name	**Last Name**	**Current Email Address**	**Primary SMTP Address**	**User Principal Name**
			Completed by EAR-IT	Completed by EAR-IT

Exchange Online Accounts (required to provide access to shared mailboxes)			
First Name	**Last Name**	**Current Email Address**	**Account**
Completed by EAR-IT			

Operational Email (Service) (xxx.service@kinto-mobility.xx)			
Primary SMTP Address	**Display Name**	**User Principal Name**	**User Access**
contact.xxx@kinto-mobility.xx	*KINTO xxx Contact*	Completed by EAR-IT	*List of people requiring access*
info.xxx@kinto-mobility.xx	*KINTO xxx Info*	Completed by EAR-IT	*List of people requiring access*
sales.xxx@kinto-mobility.xx	*KINTO xxx Sales*	Completed by EAR-IT	*List of people requiring access*
service.xxx@kinto-mobility.xx	*KINTO xxx Service*	Completed by EAR-IT	*List of people requiring access*
support.xxx@kinto-mobility.xx	*KINTO xxx Support*	Completed by EAR-IT	*List of people requiring access*

Commented [P1]: Can be translated to local language

Operational Email (Market) (@kinto-mobility.xx)			
Primary SMTP Address	**Display Name**	**User Principal Name**	**User Access**
		Completed by EAR-IT	

System Integration Email
Discuss any requirement for system integration with EAR-IT

Mobile Devices
Primary access to email will be through a known and trusted Toyota network. The public IP address of this network is used to ensure email is accessed only from trusted sources. Mobile devices operate outside of these trusted networks and so additional measures need to be taken to ensure email is accessed only by trusted parties. **All mobile devices used to access KINTO email must be enrolled on TFS EAR-IT Mobile Device Management service "Intune".** FY21 cost for this is €45 per annum
Mobile Device Requirements
None required

Costs

- Personal mailboxes require an O365 licence. EAR-IT support fee applies
- Operational (shared) mailboxes do not require a licence but do incur EAR-IT support fee
- Staff accessing shared mailboxes require a TFS O365 exchange licences and support fee; if they have a personal KINTO mailbox, they are covered with this licence
- Setup fee for effort to deliver initial mail service includes agreeing / implementing the email solution and putting the TKG/TMI agreements in place (see data protection section)
- Costs will be charged to **TBC**

Setup Costs		
Preparation, implementation and data protection	x days @ €890	€0.00
	Total Setup	**€0.00**
Annual Costs[1]		
MS Exchange Online Plan 2 Licence	x @ €54.48	€0.0
Support[2] – per mailbox	x @ €121.25	€0.00
	Total Annual	**€0.00**

[1] Subject to annual increase in line with supply cost
[2] Includes support, EAR-IT Service Desk, backups

Charging

Setup and year 1 costs will be invoiced immediately after implementation **to ???**

Charges for year 2 onwards are charged in line with the EAR-IT service catalogue.

Data Protection

??? are responsible for ensuring the following with 3rd parties:

- adequate Data Processing Agreements are in place
- Information security vendor assessments have been conducted to satisfactory level in accordance with Toyota Motor information security standards (equivalent to TFS GISG)

A data processing agreement is/is not required between ??? (data controller) and TKG (data processor). TKG's standard IGA is proposed. Supplementary agreements required are EAR-IT service catalogue and GSA agreement for tax purposes.

Contact for DPA tasks is ???

Entity Data Protection Officer
TBA

IT Support

Level 1	TBC	
Level 2	TFS EAR-IT Service Desk	 EAR-IT Service Desk - Hours and SLA.pdf

IT Information Security

All users of provided email services must agree to the TFS Acceptable Use Policy


SECSTD 11.00.00 Acceptable Use of Ir

Service Description

The Email service is provided as described in the EAR-IT Service Catalogue