

PURPOSE

This Standard Operating Procedure (SOP) describes the procedure for sending file download links to clients using Office 365 and OneDrive. This SOP will allow file transfers to be in compliance with IT security standards and safeguards.

SCOPE

This procedure aims to ensure that the stakeholders have the final information, resources, and training to successfully use the end product and services provided by Level 3 Audiovisual and ensure all contractual obligations have been met.

This SOP applies to Level 3 Audiovisual, Design Consulting, Integration, Managed Services, Sales Engineering, and Service projects managed under the Level 3 Audiovisual Project Management Organization (PMO).

RESPONSIBILITY

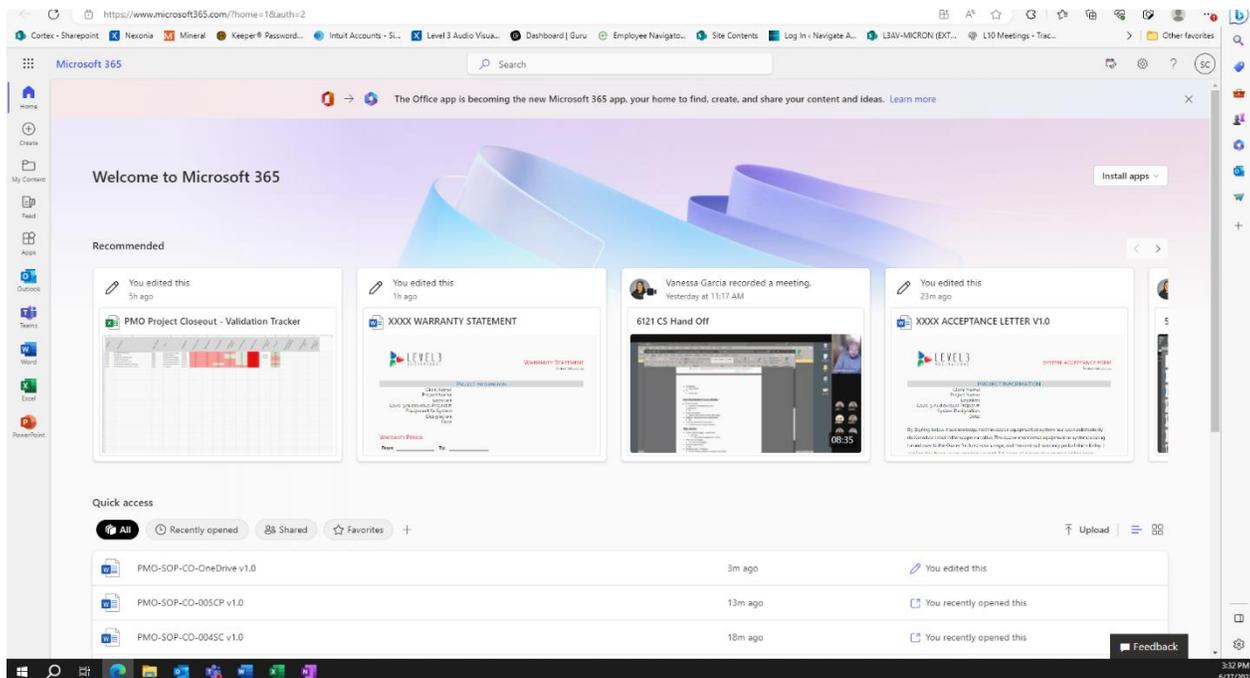
The following people are responsible for following this SOP.

1. All Project Managers
2. All Project Coordinators

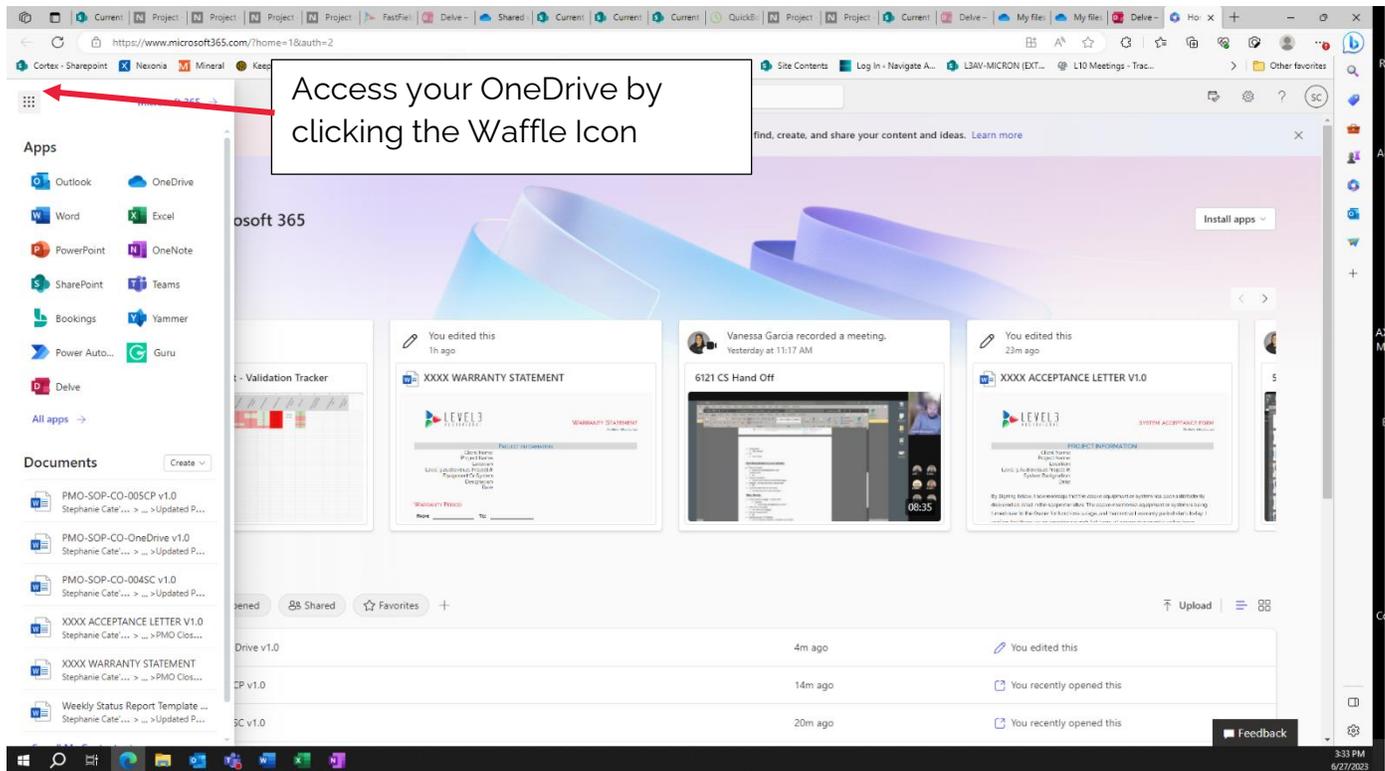
PROCEDURE

To ensure Information Security, all files sent to clients for project closeout purposes must be sent using Office 365 and OneDrive.

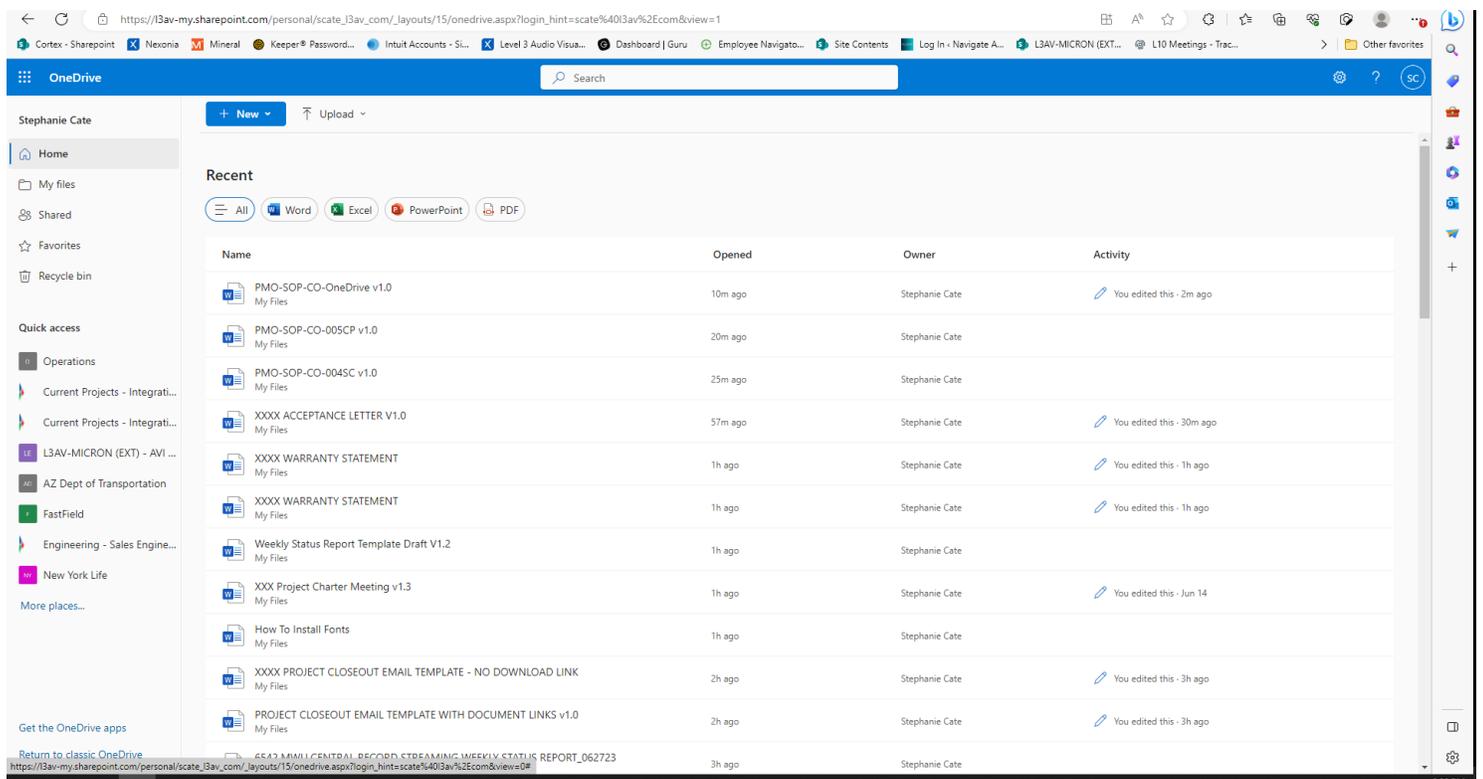
First, log onto Office 365:



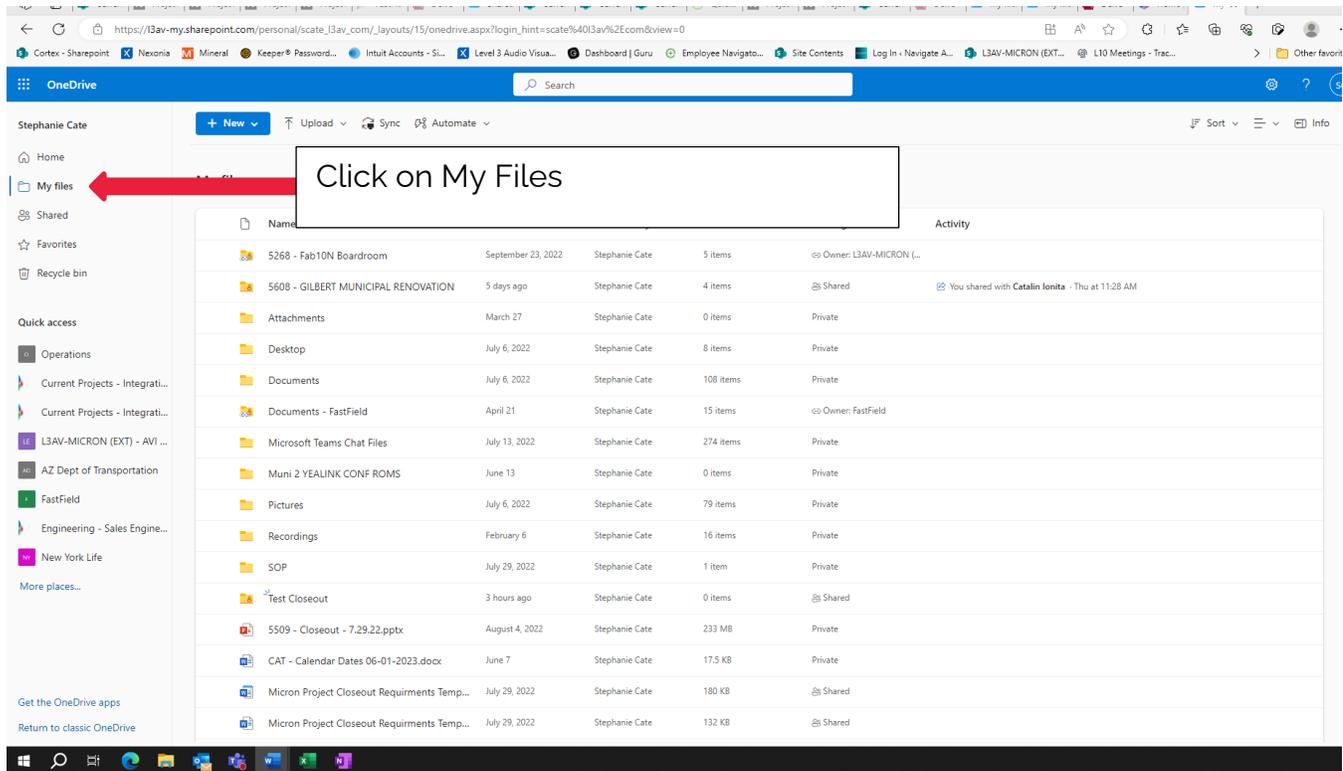
Second, access your OneDrive by clicking the Waffle Icon at the top left corner of the page.



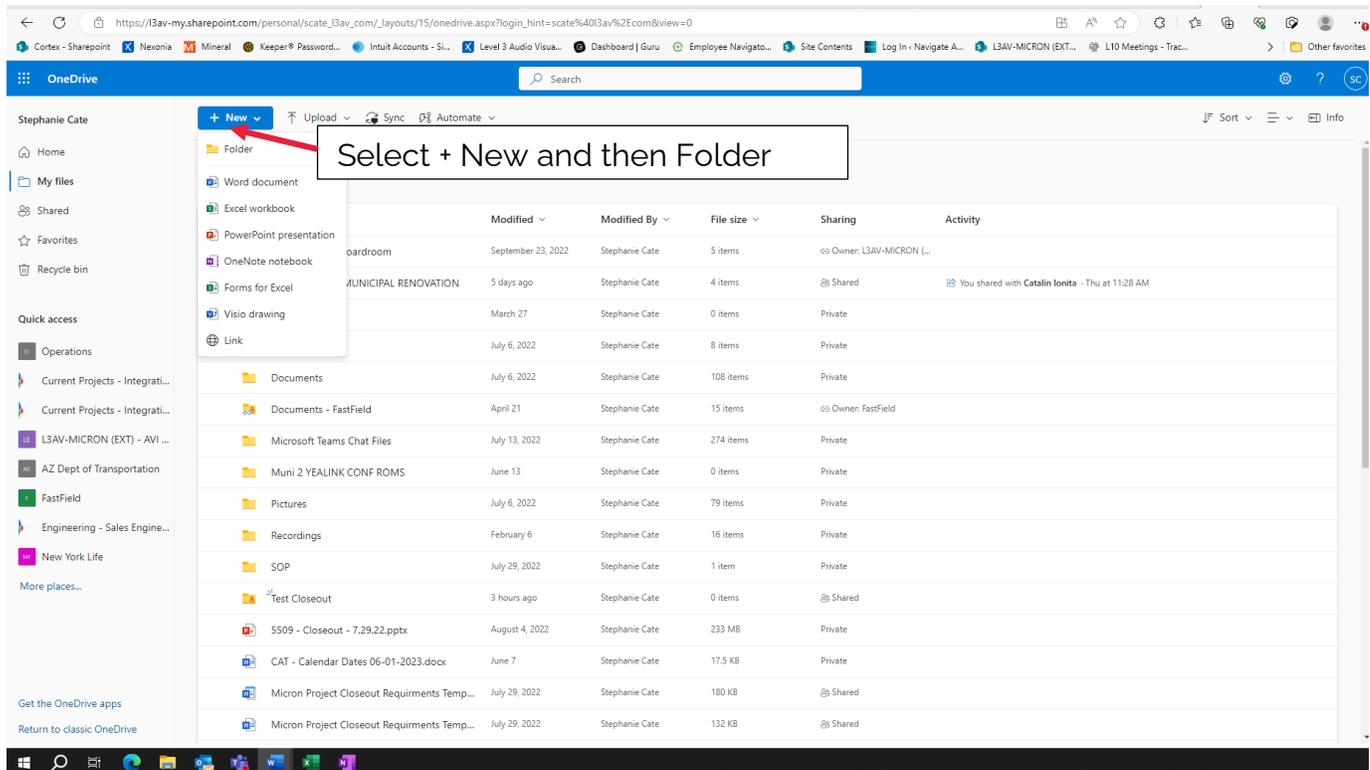
Your OneDrive home page should look like this:



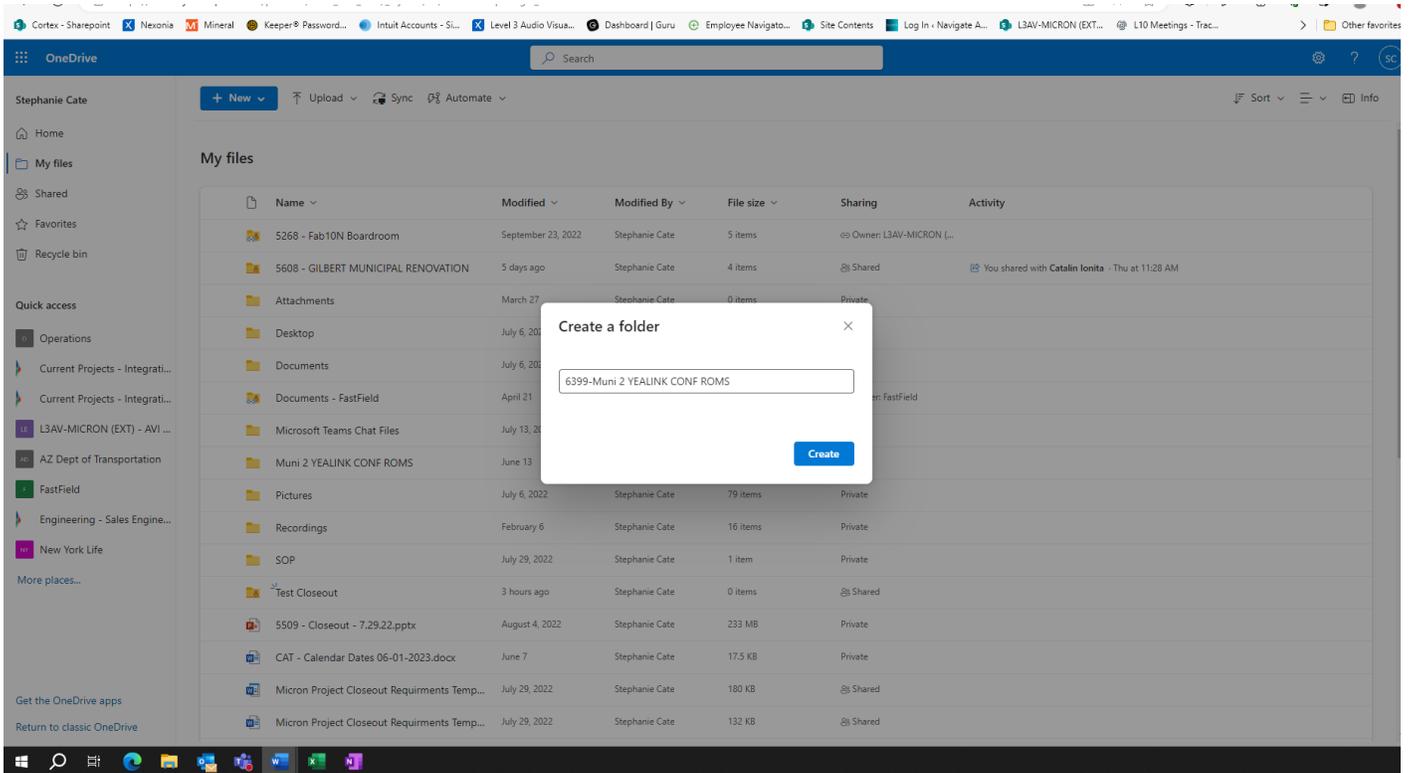
You will then need to click on My Files on the left of the page.



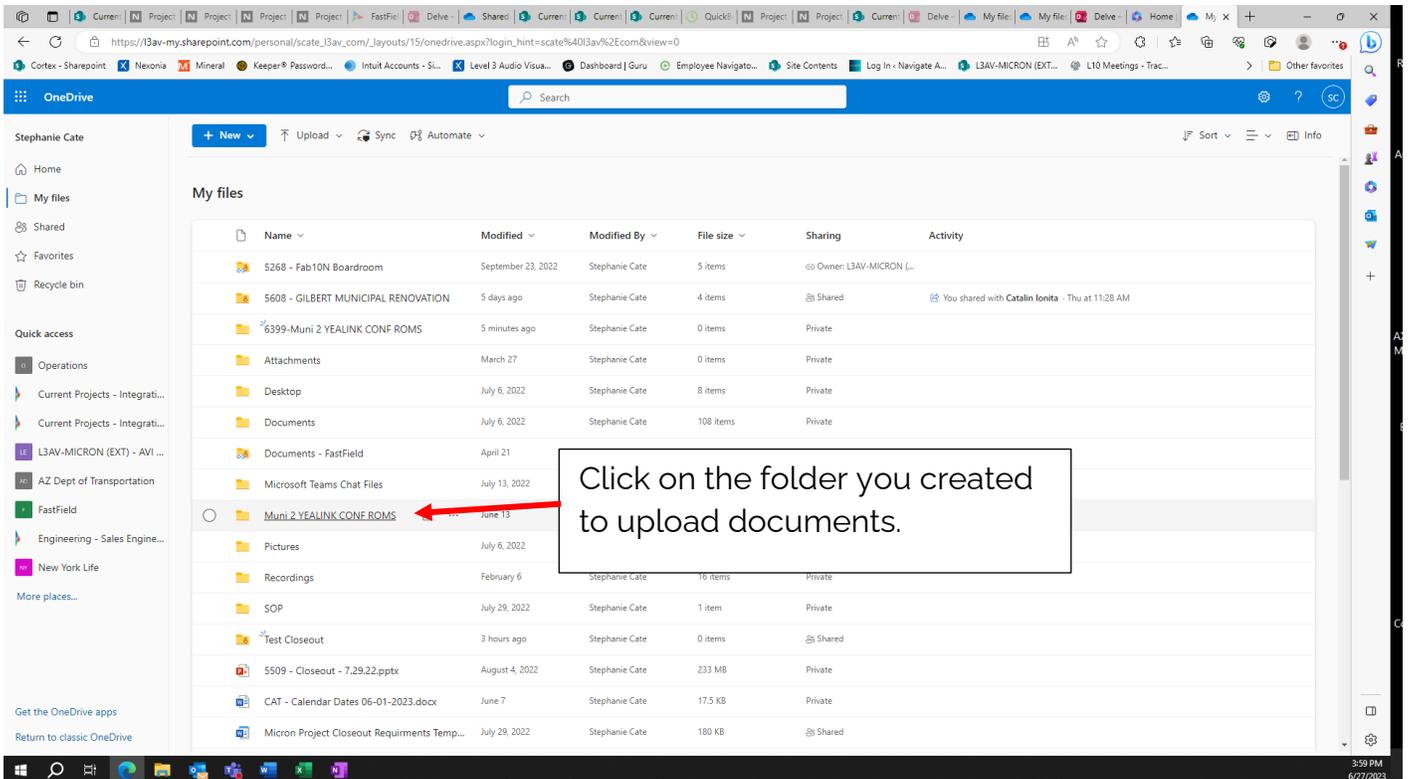
Next, click the +New button at the top of the page and select Folder.



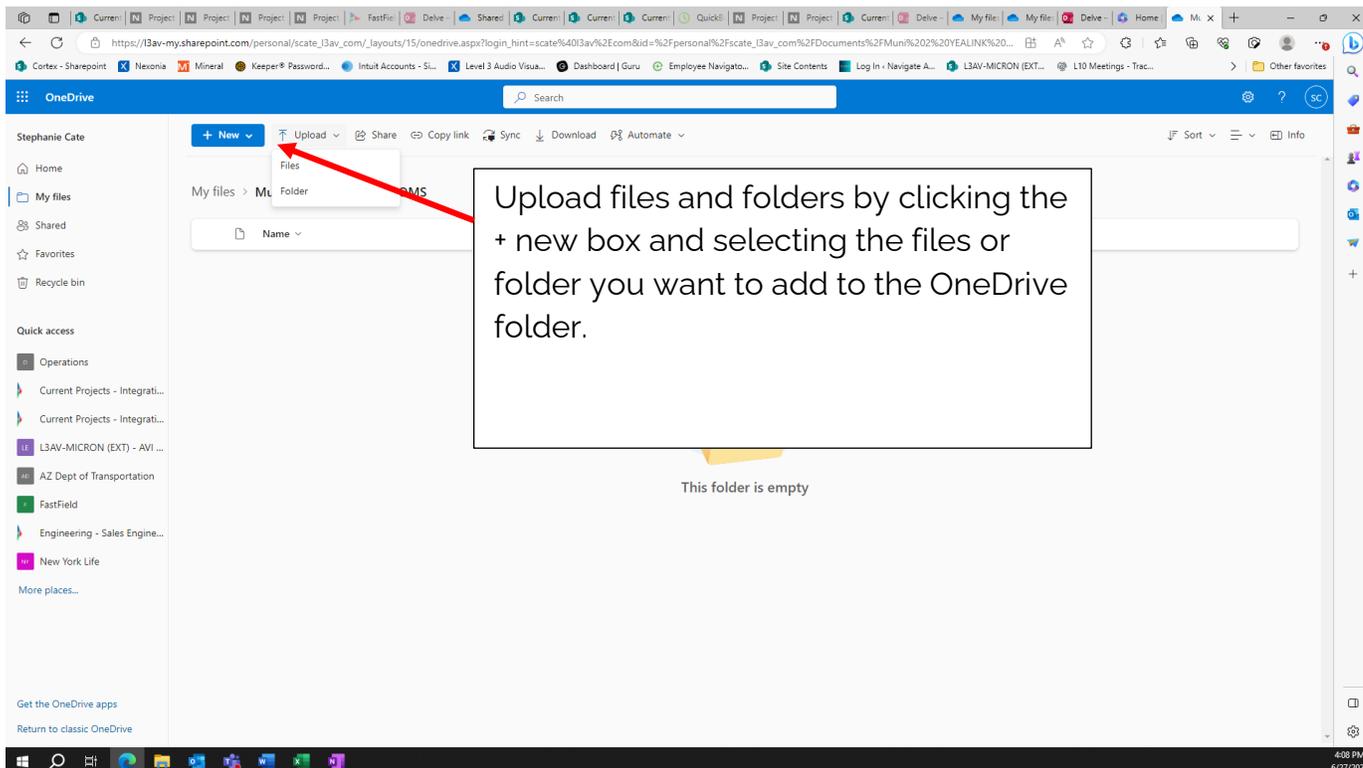
Create a folder using the project number and name for the project closeout.



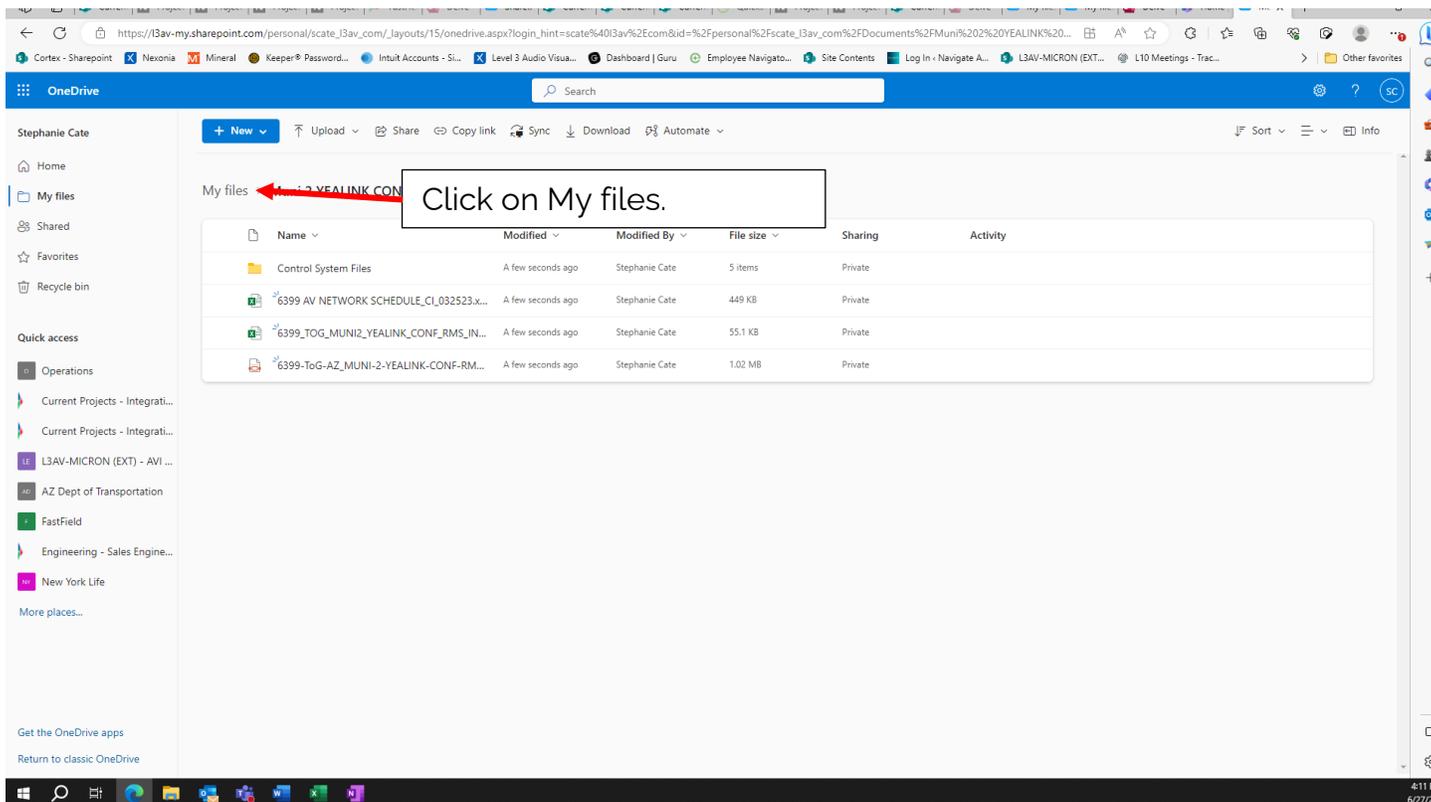
Once you have created the folder, click on the folder to add the closeout documentation.



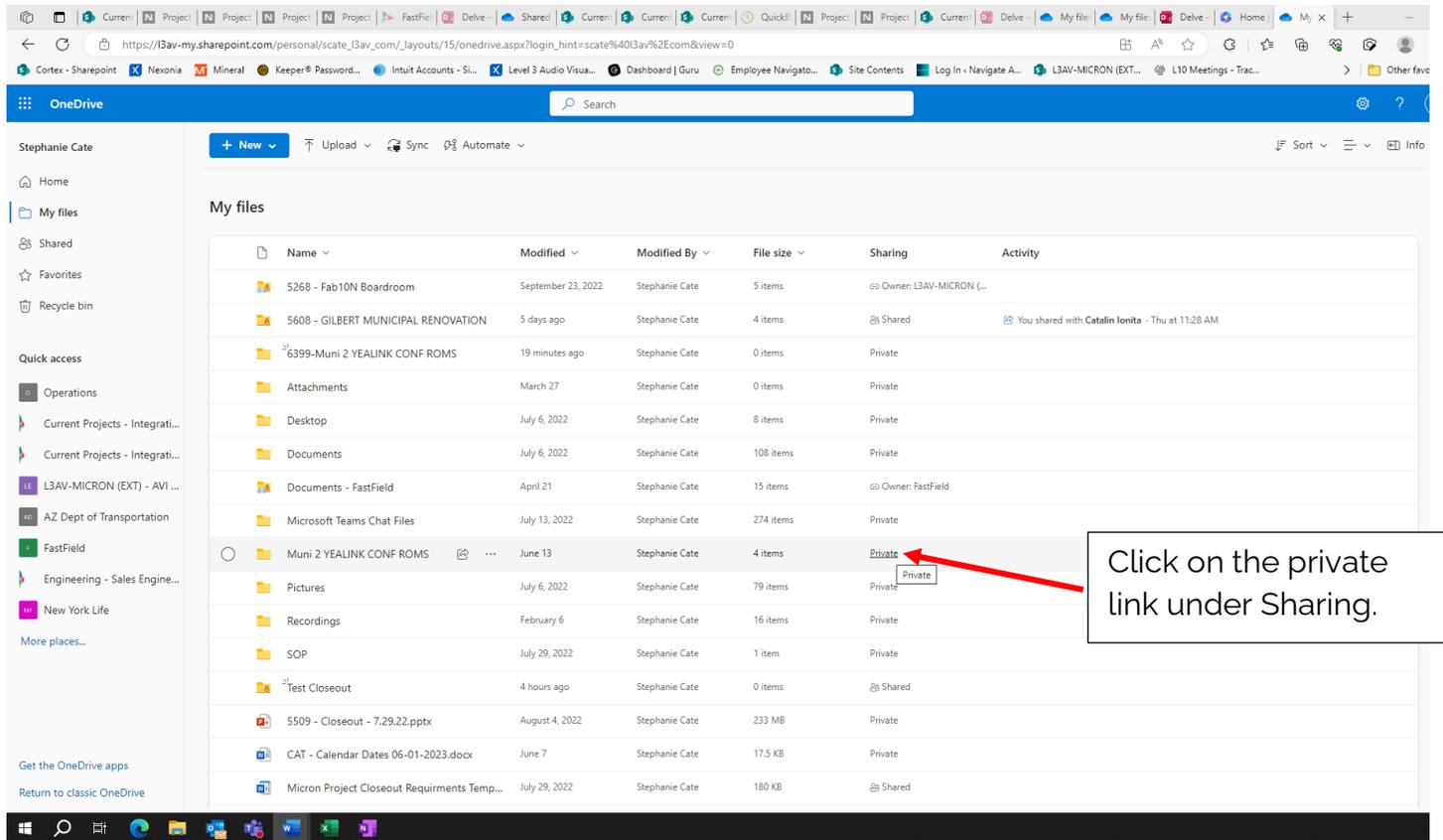
Next, upload the files and folders needed for the project closeout.



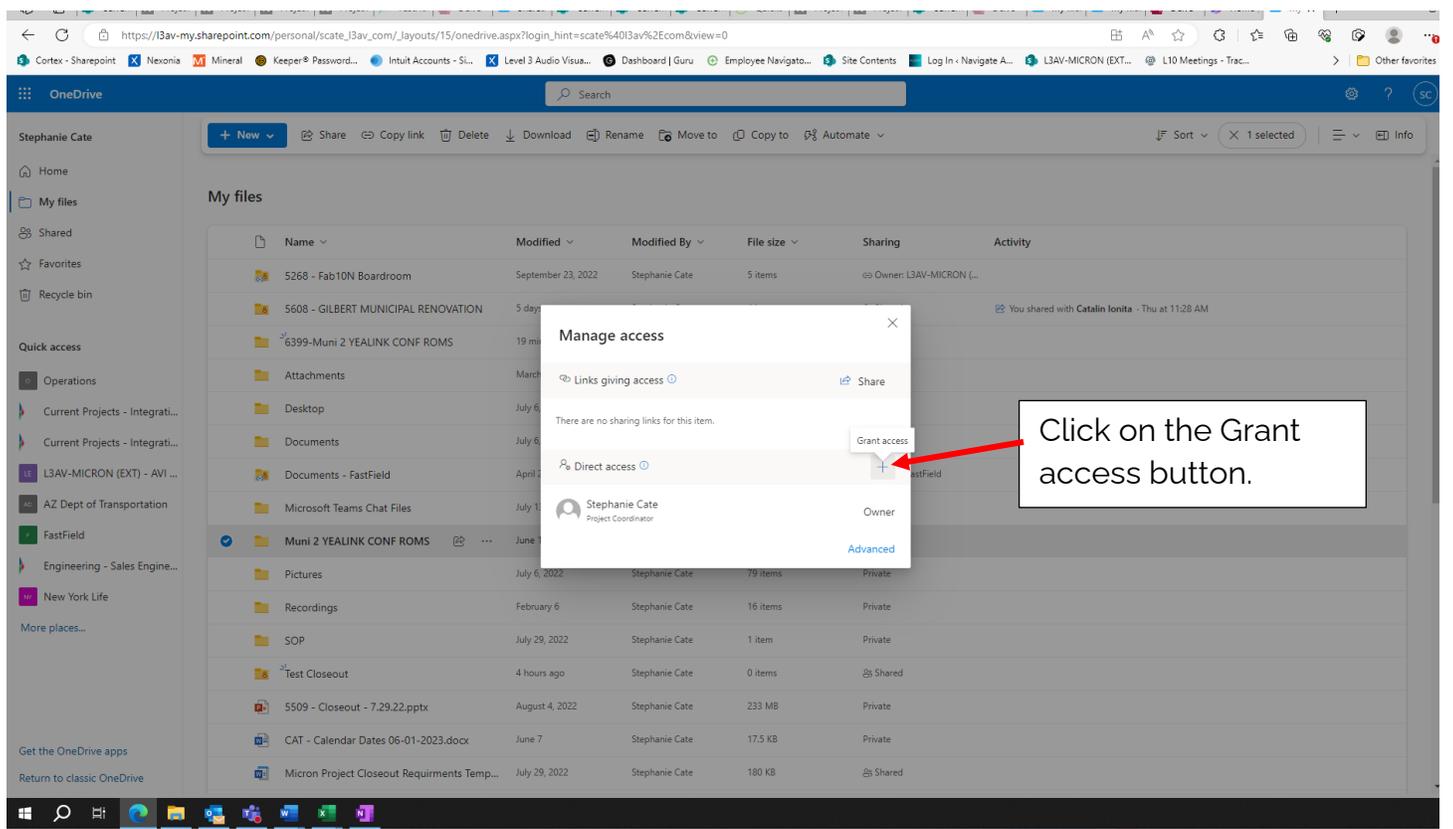
After you have uploaded your files to the folder, you must go back to My Files to share the link with your client in the DocuSign Email.



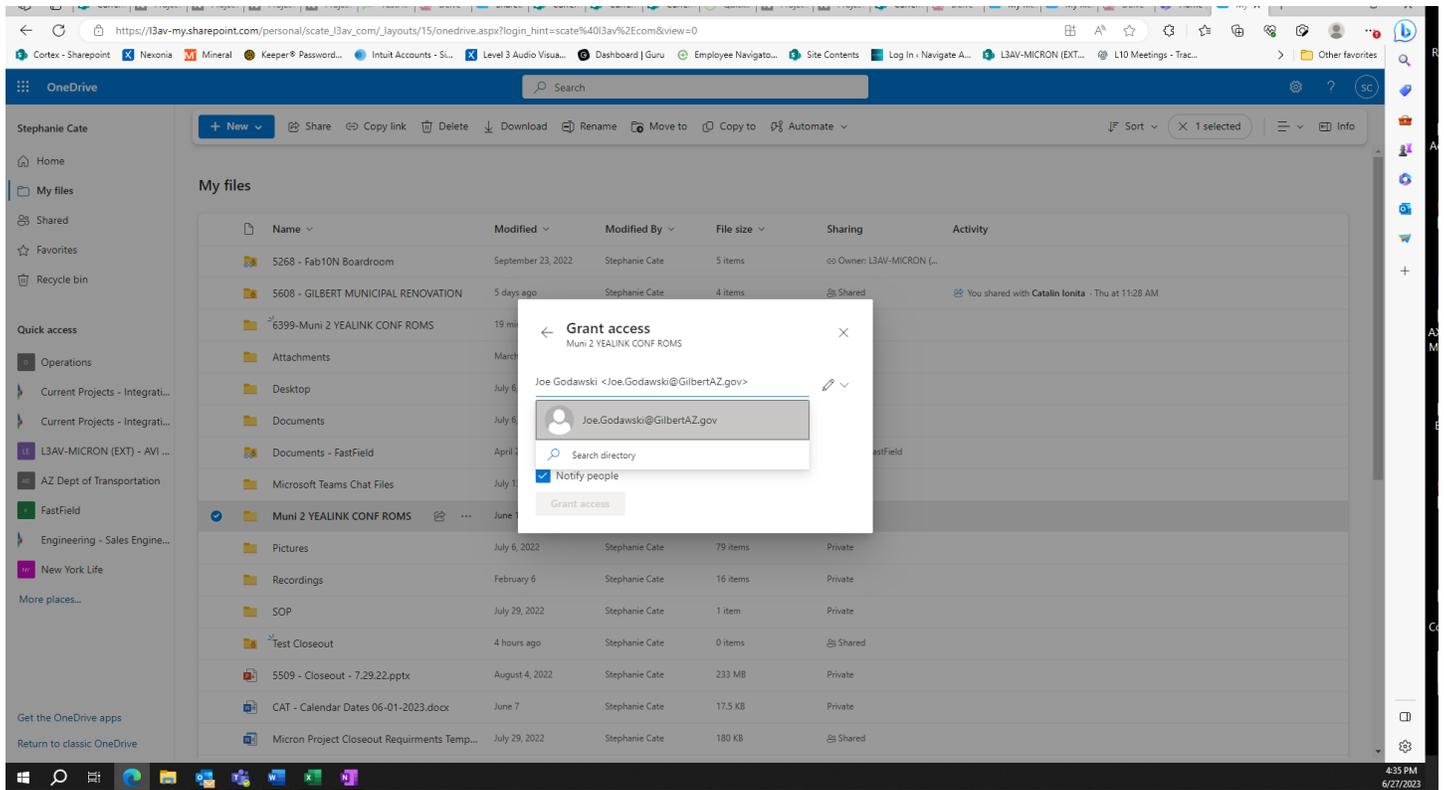
Once you are back at the My Files interface, you must click on the sharing button for that folder, which automatically defaults to private when you create the folder.



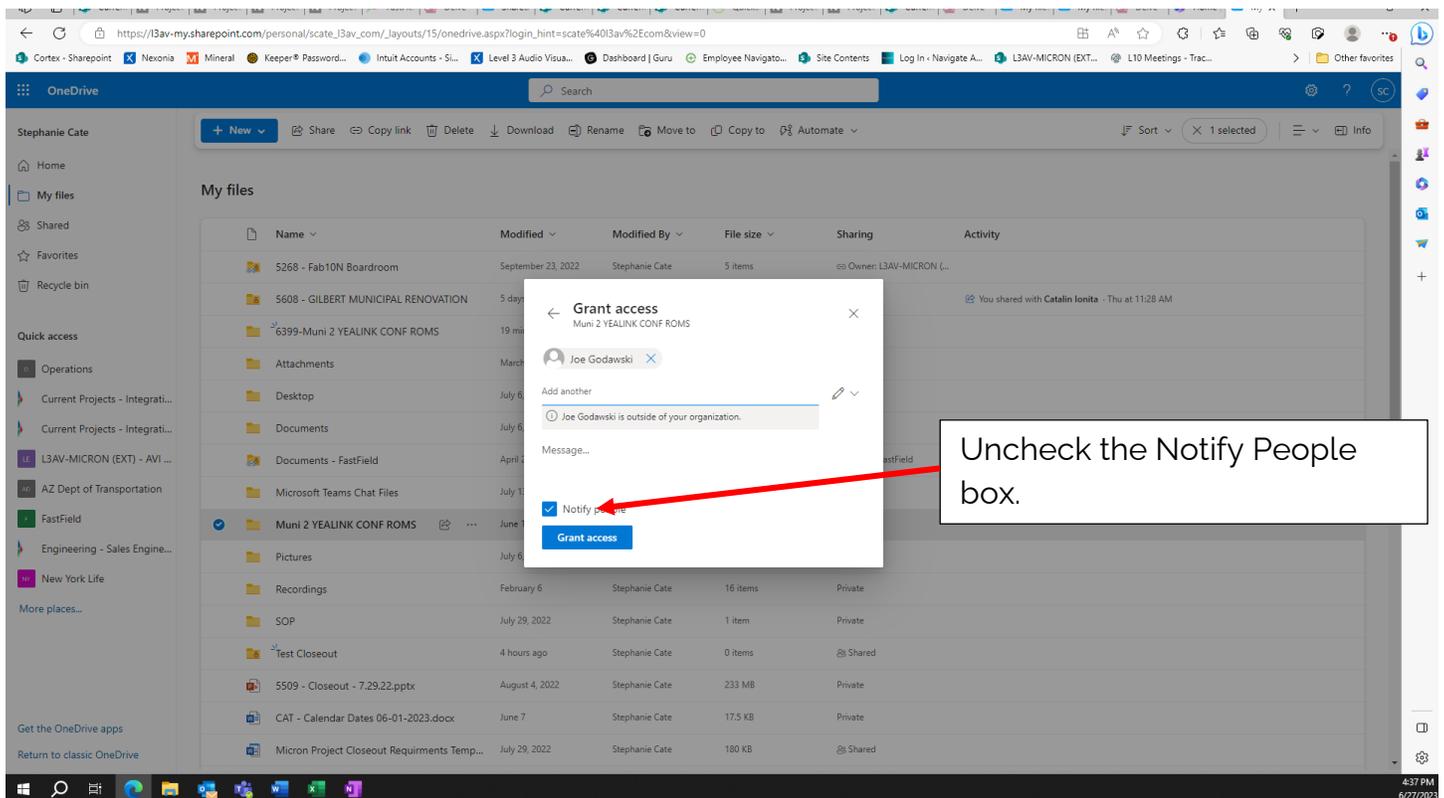
On the next screen, you will manage access to the folder.



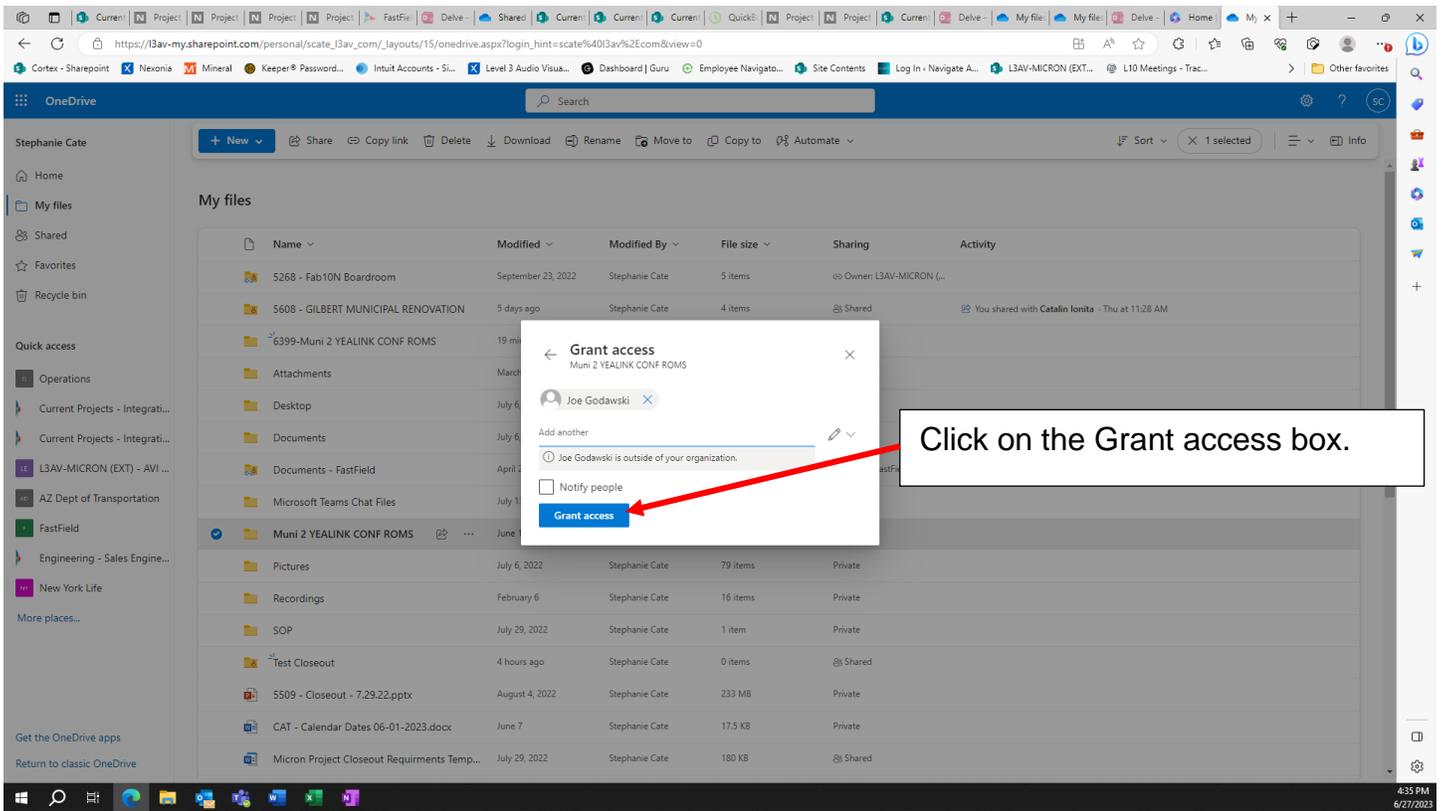
Enter the email address of the individual to whom you are granting folder access.



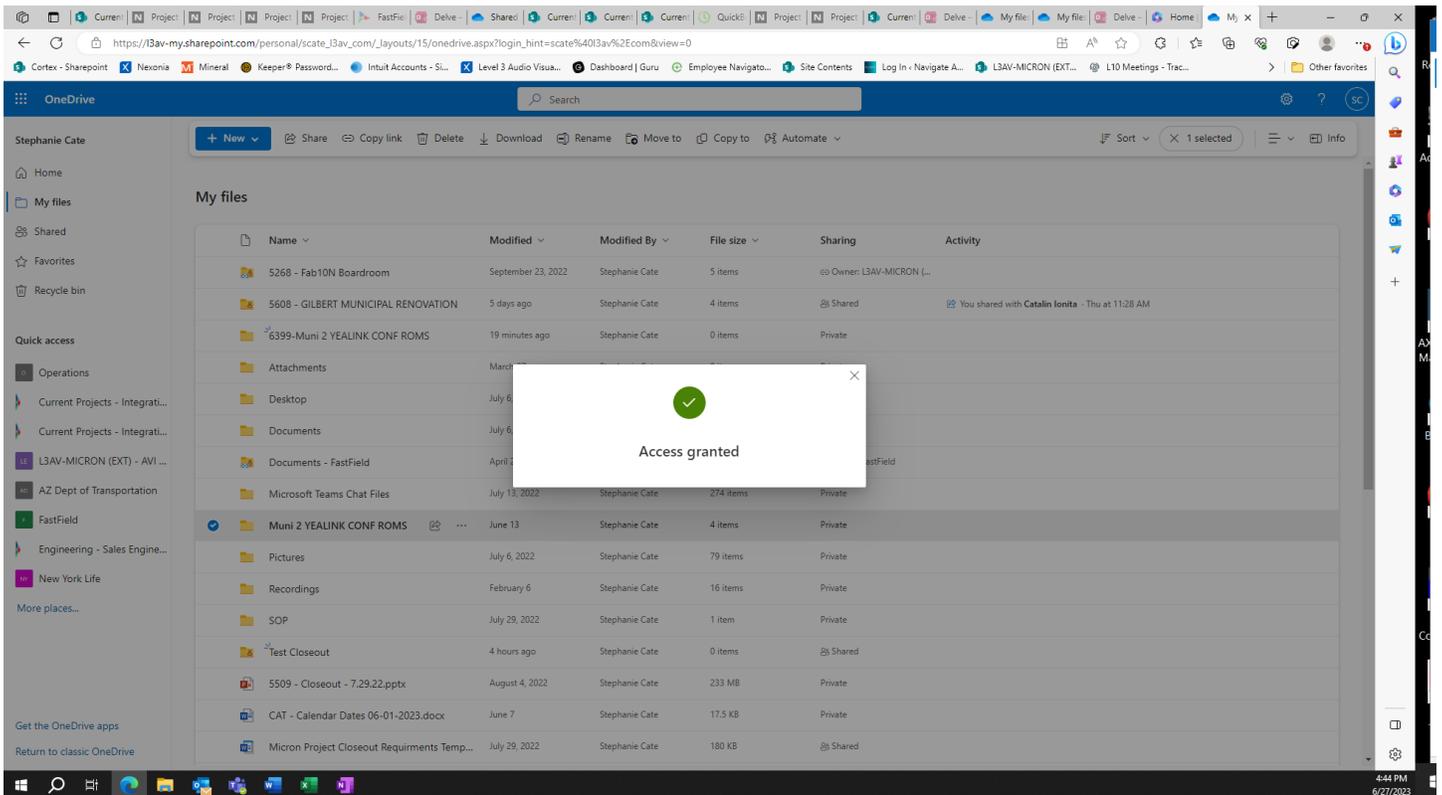
OneDrive is set up by default with access notifications when granting access to folders. To avoid confusion, it is recommended that you remove the notifications before sending the link to the client in DocuSign.



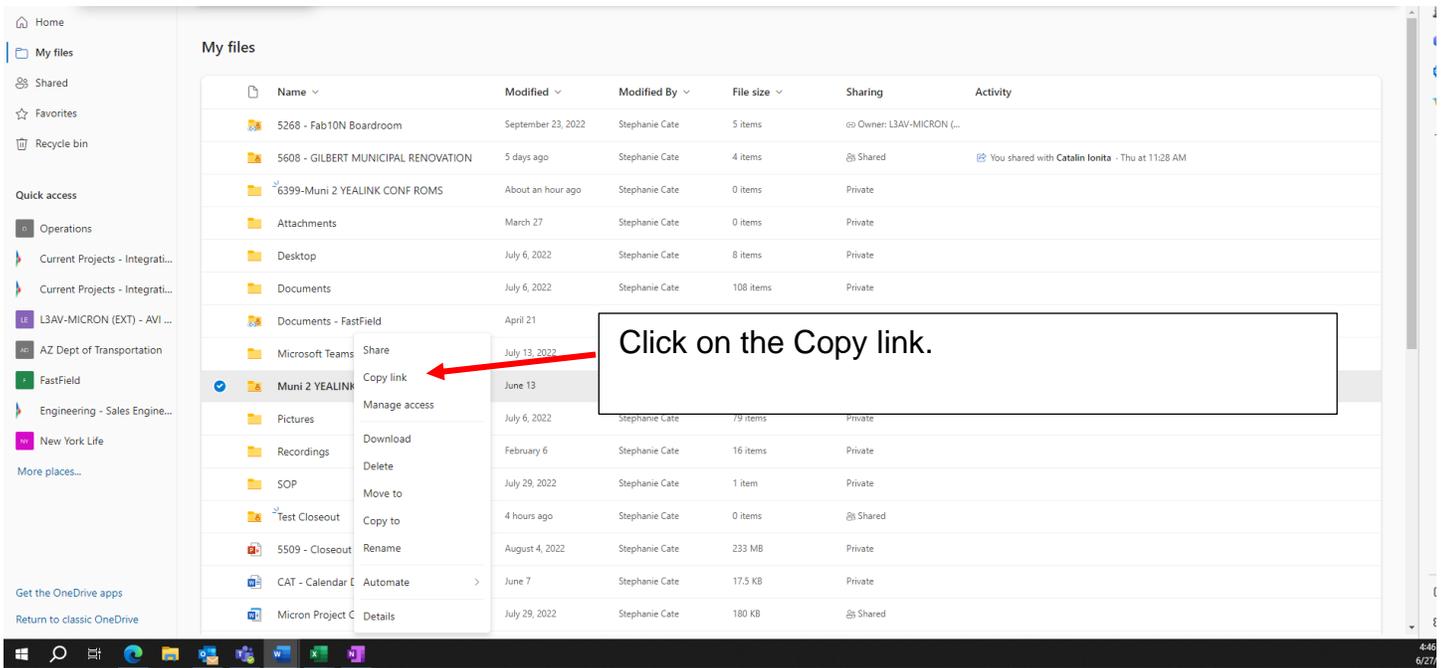
You can grant access to the file once you have unchecked the notify people box.



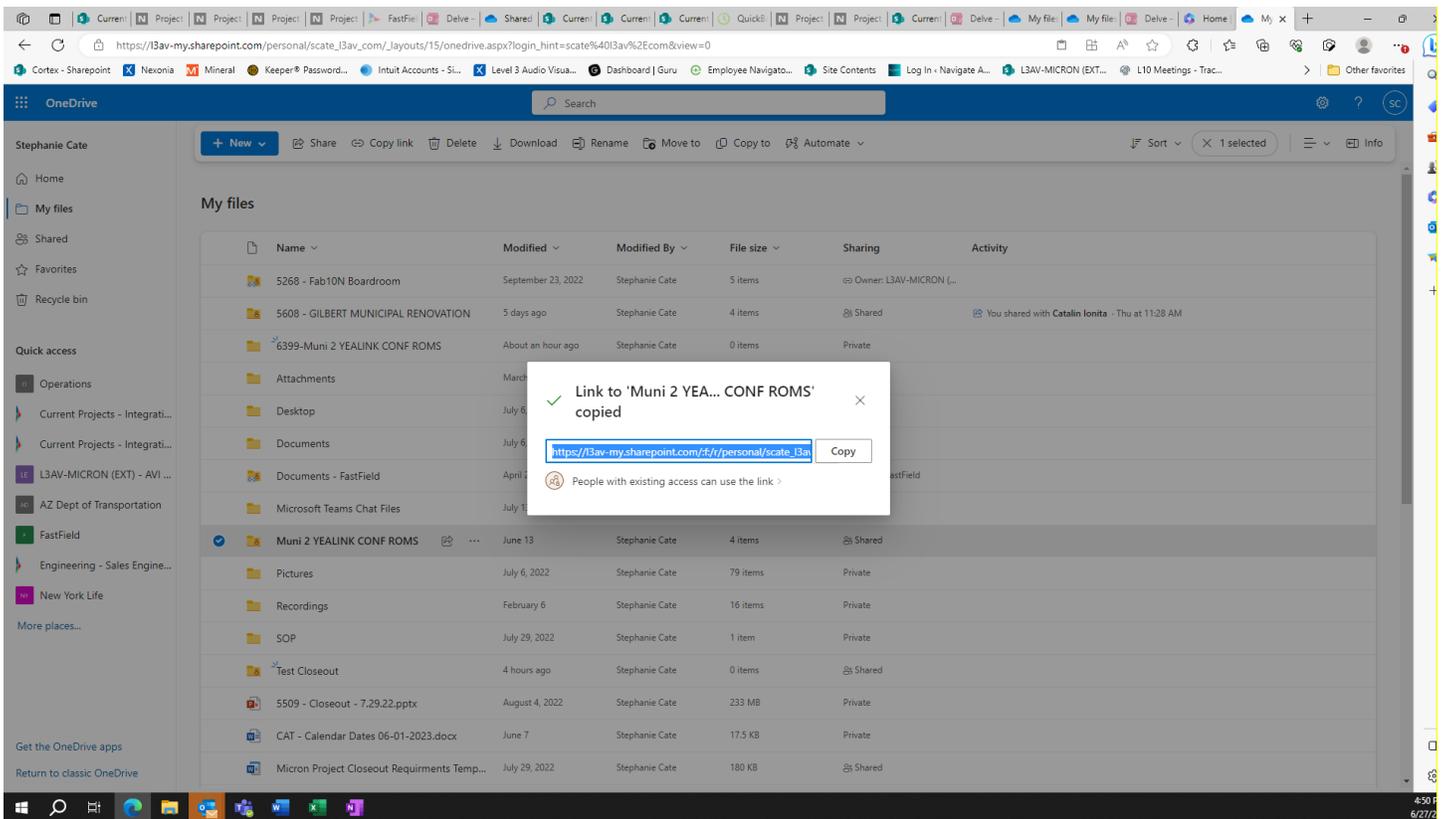
You will then see an Access granted notification on the screen.



Next, right-click on the folder to access the folder link.



Copy the link to the folder and add it to the project closeout email.



Lastly, paste the link into the closeout email template for your client.



Attached you will find our closeout documentation for this project. Please review each and let me know if you have any questions.

- Level 3 System Acceptance Form for you to sign and return.
- Project Warranty Statement.

The OneDrive link below will allow you to download the as-built files, network schedule, inventory listing, and control system files. Please note that you can only access the OneDrive link for security purposes. Please let me know if I need to grant access to additional individuals.

[Muni 2 YEALINK CONF ROMS](#)

I would also like to introduce our Customer Support Services Team at Level 3 AV. Should your system require servicing, or you have any issues that you need assistance with, please don't hesitate to contact the Support Services Team. Contact information is as follows:

Service Helpdesk

(480) 690-4496

support@l3av.com

Vanessa Garcia

Support Services Admin

vgarcia@l3av.com

Brandon Horsfall

Director of Customer Success

bhorsfall@l3av.com

Finally, I would appreciate candid feedback on our performance as an integration partner for Click or tap here to enter Client Name. You will be receiving a separate survey invitation email shortly. Thank you in advance for any insight you may provide.

Please let us know if you have any questions, and we are looking forward to working with you again!

End of Procedure

