

## Frequently Asked Questions

### 1. What is SALGMA?

Data#3, LGA Procurement, the LGIT and Microsoft have come together to enable all SA Councils to buy under an exclusive amalgamated licensing agreement

### 2. We are a small council with holding under 250 licences. Are we able to access the same deal?

Council size is no longer a barrier. This arrangement is open to all councils in South Australia, no matter how many licences you require now, or in the future.

### 3. Will we be able to access Microsoft expertise?

Yes. Data#3 is an Australian, publicly listed company and is Microsoft's largest partner in Australia. Locally in South Australia, the Software Licensing team of 10 dedicated Licensing Specialists will support this affiliation. There are 5x Microsoft Certified Professionals (MCP) to ensure the best licensing structures are available. There is also a Partner Client Executive (P-CE) based in Adelaide which is currently a unique role to Data#3.

### 4. We recently had a Microsoft audit. Will this Affiliation support us with this next time?

Yes. Data#3 will keep track of each council's licenses. We can provide advice if you're nominated for an audit. However, Data#3 can't see or control what on-premises products are deployed so remaining compliant is still the responsibility of the council. Data#3 has separate offerings for Software Asset Management (SAM) Audit Defence – and can be silent (in the background) or visible to Microsoft.

### 5. When can I join?

SA Councils can be onboarded at time of your existing Microsoft renewal or anniversary depending on the type of agreement you currently purchase through.

SA Councils without an active agreement can join at any time.

Talk with Data#3 about the timeline for your Council.

### 6. What is available?

Subscription Offerings or Online Services:

- Microsoft 365 E3 for Information Workers
- Microsoft 365 F1 for Depot/Field Staff
- Office 365 E3
- Azure
- Dynamics 365

- Enterprise Mobility and Security Suite (EMS)

All other on-premises products like Server Licensing and Client Access Licensing (CALs) are available.

Note - Office Pro Plus is not available under this agreement.

## **7. Can field workers use Office apps on tablets?**

If the device is 10.1" or less, your workers can use the Excel and Word apps with a M365 F1 License. If the devices are above 10.1" O365 E3 is required. Office Web Apps is available through M365 F1 regardless of the device size.

## **8. What about councils that are virtualised?**

The bundles are dependent on the type of devices the council publishes the Virtual Desktops to. If the council purchases "thick clients" then the M365 E3 comes with Windows Enterprise and VDI rights for the device with the underlying Windows OEM license. For councils that purchase "thin clients" it will be more cost efficient to purchase the Office365 E3 + EMS and VDA bundle, however it doesn't have the additional value of the M365 bundle.

## **9. Our agreement is outside the LGAP.**

**How much time do we need to put in place for working out quoting and right sizing to come on board with this affiliation? How much lead time to onboard me?**

We need to begin this process at least 3 months from your agreement expiry in order to ensure a timely transition into the SALGMA agreement. There are many administrative changes that need to be addressed especially around the online services from your current agreement.

Agreements must be renewed within 30 days of expiry to ensure we can maintain your Software Assurance.

Time is required to ensure options are explored appropriately and the best outcome for the council is advised.

## **10. How involved are Microsoft in transferring to this contract?**

The process to get commercial approval, program approval, pricing approval and licensing structure is completed by a Microsoft Commercial Executive (CE). This is a Microsoft Employee that does the checks and balances to ensure Enterprise Agreements (EA) are not only constructed within the licensing rules, but also the commercial aspects of program qualification.

Recently, Data#3 has been empowered to execute this themselves: by appointment of Partner Commercial Executives (P-CE). Microsoft has granted empowerment to our P-CE's which allows Data#3 to execute EAs with P-CE concessions without the need to gain approval from Microsoft. Provided a proposed Microsoft EA falls within P-CE

empowerment we can execute Enterprise Agreements in our own capacity as Microsoft's largest Partner in Australia.

Microsoft have appointed an internal Account Manager who is in the background, and assisting by providing FastTrack funding.

#### **11. Pricing at end of 3-year agreement - does the price change?**

The pricing is locked for the duration of the agreement. Upon renewal, pricing will change based on the pricing in 3 years' time. Any perpetual licenses with Software Assurance (SA) purchased through the term of the EA will be eligible to be renewed for 3 years as SA only.

#### **12. Can I access the same benefits even if I don't come on board with this Affiliation?**

No.

Any council can obtain an agreement through a separate tendering process. There is no mechanism to offer the benefits to a council outside of this agreement.

We realise each council has its own circumstances but this affiliation is one agreement aggregated to suit council licence numbers.

#### **13. Any other likely costs incurred?**

Data#3 has built in trading floor costs into this agreement. There are no other costs in managing this contract.

#### **14. Software Asset Management**

Data#3 can offer Software Asset Management (SAM), however is not included in this affiliation. They can work with your council to determine your SAM requirements (not limited to Microsoft).

The types of engagements that can be undertaken are: Baseline Audits, Audit Defence and Managed SAM.

#### **15. What about our Libraries**

Council Libraries are eligible for Academic Pricing, which is far cheaper than Local Government pricing. The suggestion is to keep this licensing separate as it reduces cost.

#### **16. What if we have an existing EA?**

Councils with existing EAs are only eligible to join at renewal time. Unfortunately, these are Microsoft rules globally.

**17. Is there any information available in regards to legal hold / discovery compliance with State Records Act?**

While O365 offers Legal/Litigation Hold, it is not a record keeping system – it's a cloud-based operating environment. With O365 you can place a mailbox on Litigation Hold to retain all mailbox content, including deleted items and the original versions of modified items. More detail can be found here: <https://docs.microsoft.com/en-au/office365/securitycompliance/>

**18. Can councils access FastTrack if you have had O365 licences for some time or just new onboards?**

The intent of the FastTrack program is to assist new customers to deploy their new investments in Microsoft technologies. Unfortunately, if you've already deployed O365, you may not qualify for the FastTrack program.

**19. What happens to the EA Benefits - are they pooled too?**

EA Benefits such as Training Days and Deployment Planning Service Days (DPS) are pooled. These will be divided evenly across Councils. Councils under this agreement will be eligible for the Home Use Program for staff too.

**20. Scenario: If you purchase at least 1 of a licence for a product you can increase and True-Up during the agreement?**

Correct for "non-enterprise" products – such as Power BI and Dynamics 365. For "enterprise" products, such as M365, O365 or CALs, you will need to license the entire enterprise to start with, but can True-Up at anniversary.

**21. Scenario: If there is a licence available on the trading floor that you don't own, can we use that licence or do we need to have had that licence on our EA and can only use from trading floor to increase licence count?**

You can obtain licenses even if you don't already own product.

**22. Regarding the \$ change around the trading floor, who carries the cost if a license is passed to another Council? Is that a yearly or monthly \$ change?**

The Council who uses the license is charged for the license, this is a yearly charge. Example: Council A no longer needs a license, Council B needs a license. Council A would trade the license and receive a credit, Council B would then pay for that license ongoing on a yearly basis.