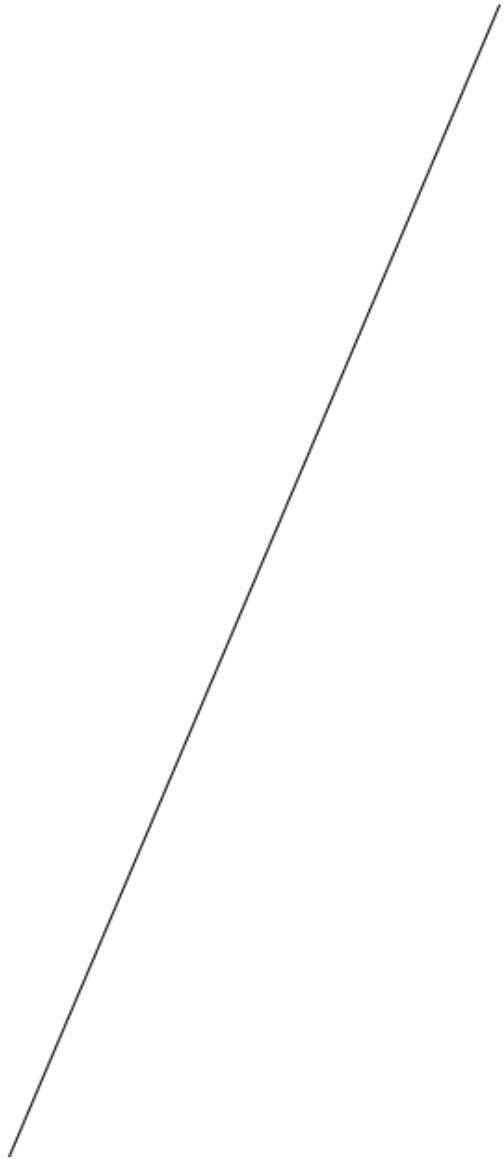
Service Definition

Networks, Platforms, Apps | Enhanced



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1. Operational Services

1.1 Service Description

Normal Business Hours = 9:00 -17:30, Monday to Friday (excluding bank holidays)
Working Day – 8.5 Normal Business Hours
24x7 = 24 hours a day, 7 days a week

1.1.1 ANS Service

Service	Service Description	Service Hours
Telephone and Remote diagnostics for faults	Fault diagnostics to troubleshoot software faults support via the following methods: • Telephone • Email • Remote connection	Normal Business Hours
Service Desk - Non Business Critical Faults	The Supplier provides access with relevant phone and email contact details to the Supplier Service Desk for non-critical system/service down and/or affected scenarios (P2/P3/P4).	Normal Business Hours
Service Desk - Business Critical faults	The Supplier provides 24/7 access with relevant phone contact details to the Supplier Service Desk for critical system down scenarios (P1) only.	24 x 7
Priority Escalation to Vendor for faults	Priority escalation to vendors through partner channels.	Normal Business Hours
High Priority Escalation to Vendor	High Priority escalation to vendor through partner channels for Priority 1 business critical faults.	24 x 7
Asset Register for Supported Assets	An inventory of all Customer Supported Assets as part of the Service.	Normal Business Hours
On-boarding Health Check with documentation	The Supplier may undertake an On-boarding Health Check on behalf of the Customer. Items to be supported under the Service will be reviewed and the Supplier will offer advice as to any remedial work required to be performed by the Customer. It is a requirement under this Contract that the Customer Operating Environment is in a working and supportable state prior to contract start date in order to enable the Supplier to deliver the Service.	Normal Business Hours
Update Documentation	Contribute up to date information, ensuring that any relevant changes to the Service are provided.	Normal Business Hours
Configuration re-instatement in event of fault	Reinstatement of configuration from a valid Backup of Customer Supported Assets within the Demarcation Zone should a fault occur.	Normal Business Hours
Enterprise Monitoring of Supported Assets	Collector to monitor the availability of all Customer Supported Assets covered under the Service. The Enterprise Monitoring services functionality is discussed in detail within the Managed Services Handbook.	24 x 7

Enterprise Monitoring Portal Access	Customer read-only access to a portal providing visibility of all Customer Supported Assets covered by the Enterprise Monitoring service.	24 x 7
GLASS Portal Access	Customer access to ANS GLASS portal providing visibility of all Service related tickets, alerts and performance dashboards.	24 x 7
Problem Management	ANS Problem Management processes are adhered to for incident, change and event reduction. Problems are reviewed during the Service Management Review.	24 x 7
Service Reviews	Service Management Review (SMR) Reports will be distributed at regular intervals and discussed via a meeting between the Supplier and the Customer. The SMR Report will cover the previous period. Please refer to your Service Statement for SMR frequency and meeting type.	Normal Business Hours
Root Cause Analysis	Applicable to P1 Incidents only, following a successful resolution of a P1 Incident, the Supplier will perform Root Cause Analysis. In the case of recurring Incidents (regardless of priority) further analysis may be undertaken to identify the underlying cause. Where applicable a Service Disruption Report will be created.	Normal Business Hours
Change Advisory	The Supplier will act as Change Advisory Board Member delivering specialist review and feedback via Service Request Management Process for Customer proposed Changes to Customer Supported Assets.	Normal Business Hours

1.1.2 Vendor Maintenance

Service	Service Description	Service Hours
Hardware – Non Business Critical faults	The Supplier provides access with relevant phone and email contact details to the Supplier Service Desk for non-critical system/service down and/or affected scenarios (P2/P3/P4) on hardware with appropriately covered vendor maintenance.	Normal Business Hours
Hardware - Business Critical faults	The Supplier provides 24/7 access with relevant phone contact details to the Supplier Service Desk for critical system down scenarios (P1) on hardware with appropriately covered vendor maintenance.	24 x 7

1.2 Incident Management

1.2.1 Incident Priority Table:

Affect	Business Impact		
	Minor	Moderate	Major
System/Service Down	P3	P2	P1
System/Service Affected	P4	P3	P2
User Down/Affected	P5	P4	P3

1.2.2 Incident Response and Escalation Table:

Priority	Response SLA	Specialist Review	Escalation Manager	Escalation Director	Notification Frequency	Target Resolution KPI
P1	30 Minutes	1 Hour	Immediate	Immediate	Hourly Email	4 hours
P2	1 Hour	2 Hours	4 Hours	None	GLASS Portal	1 Day
P3	4 Hours	1 Day	2 Days	None	GLASS Portal	10 Days
P4	1 Day	Never	Never	None	GLASS Portal	30 Days
P5	2 Days	Never	Never	None	GLASS Portal	None

For an Incident, "Response" is the time from when the ticket is first logged within the ANS ITSM Tool to the time that the Supplier responds with a suitably qualified Employed person whether via an email, GLASS Portal update, telephone call or in person. For detailed process flow see the current Managed Services Handbook. Support to provide a resolution shall be provided within Service Hours from the time of Response until the Incident has been resolved.

From the time of Response until resolution, updates shall be provided to the Named Contacts and/or Escalation Contacts by email or GLASS Portal updates at such frequencies as set out in the table above.

1.3 Change Management

Remediation steps are shared with the Customer by the Supplier. Resolution of and carrying out remedial steps is the responsibility of the Customer.

Where the Customer is the Change Authority then the Incident will be functionally escalated (assigned) to the Customer to deliver any required remedial actions via Change Management.

If the Customer requests the Supplier deliver Changes to the Supported Assets then this would be subject to Additional Service Charges.

2. Service Levels, Key Performance Indicators and Service Credits

Category	Service Level Target
P1 Incidents	100% of incidents responded to within 30 minutes – 24x7 Service Hours.
P2 Incidents	100% of incidents responded to within 1 Normal Business Hour.
P3 Incidents	100% of incidents responded to within 4 Normal Business Hours.
P4 Incidents	100% of incidents responded to within 1 Working Day.
P5 Incidents	100% of incidents responded to within 2 Working Days.
Root Cause Analysis	100% of P1 Incidents to receive a Root Cause Analysis within 10 Working Days.

3. Exclusions

The following are listed as exclusions, but this list shall not be considered complete or exhaustive and the Terms and Conditions should be consulted.

a. Issues resulting from misconfiguration by the Customer outside of the Demarcation Zone resulting in impact to the Customer Supported Assets
b. Issues resulting from failures in maintenance/administration by the Customer outside of the Demarcation Zone resulting in impact to the Customer Supported Assets
c. Issues resulting from Unauthorised Access by the Customer of Customer Supported Assets
d. End User or 1st Line support
e. Technical Advice to any persons not listed as a Named Contact
f. Failure to meet SLA due to local environmental factors such as power and cooling
g. Normal and Emergency Changes are excluded from the service and will be subject to Additional Service Charges
h. Project Changes (Normal CR6) are excluded from the service and will be subject to Additional Service Charges. Project Changes are recorded within the Supplier ITSM Tool for Informational and approval purposes only.

4. Customer Responsibilities

Including but not limited to:

a. The Customer shall have an established end user support function that may be validated by the Supplier
b. Where required, the Customer shall make available appropriately skilled Employed persons while an Incident is being managed
c. The Customer is required to undertake an initial Impact Assessment before logging the Incident with the Supplier. Such Impact Assessment is to include:
    a. Affected Services
    b. Business Impact
    c. Number & Type of users affected
    d. Recent changes on Supported Assets (regardless of perceived impact)
    e. The Customer shall check hardware onsite and ensure the hardware has power and cables are connected as expected
    f. The Customer shall check LED status of equipment where required onsite
d. The Customer shall provide full physical access to all Customer Supported Assets at Customer Premises if/when required
e. The Customer shall provide full administrative access to the Supplier to all the services outlined in the Impact Assessment and any subsequently identified services or provide persons with adequate access to allow investigations to proceed
f. The Customer is required to ensure that all Customer Supported Assets are appropriately licenced and have Supplier recommended hardware and vendor support in place.
g. The Customer is responsible for all configuration backups outside of the Supported Assets without exception.
h. The Customer is responsible for all data and configuration backups without exception. The Supplier does not backup any Customer data.
i. The Customer is responsible for completing a Request for Change (RFC) in accordance with the Supplier's Change Management Process
j. The Customer shall ensure that all relevant Customer employees have access to and have read the Supplier's Managed Services Handbook
k. The Customer shall ensure an on-going availability of suitable Internet connection (if not provided by the Supplier)
l. The Customer shall ensure 24x7x365 availability of a suitable Escalation Contact should the Supplier need to gain approval for an Emergency Change or to engage other aspects of the Customer's support functions
m. The Customer shall provide suitable notice to any planned/scheduled maintenance that could affect the Customer Supported Assets including environmental changes. Failure to do so may result in Additional Service Charges.
n. The Customer shall request permission from the Supplier in writing in the event that the Customer wishes to change the location of the Customer Assets and/or Supplier Assets from the address specified in the Contract. Any asset that has been moved without notification to ANS will be subject to additional service charges.
o. During investigations into a potential a hardware or software fault it may be required to reseat certain elements of the device/infrastructure onsite or require a device inspection for LED status. This task sits with the Customer (unless the Supported Asset is located within the Suppliers Data Centres).
p. If the Customer requires the Supplier to provide onsite hands and eyes support then this will be subject to Additional Service Charges.
q. It should be noted that the Customer shall report Business Critical Incidents via telephone only. The Supplier cannot offer any Service Levels or Service Credits for Business-Critical Incidents raised via email.

5. Assumptions

a. All Customer Supported Assets within the Demarcation Zone within this Contract are covered by a valid software maintenance and support agreement in line with this Contract Service Levels
b. All Customer Supported Assets are in a Valid Supported Configuration at the point of contract start date
c. All Customer specific pre-requisites have been completed before contract commencement
d. The Customer will provide a suitable specification platform, operating system for the Enterprise Monitoring collector server
e. Customer Network connectivity will be maintained to enable the Supplier access to Supported Assets for the delivery of the Service including enterprise monitoring and remote diagnostics for faults
f. Access to Customer Supported Assets and any relating systems via a Remote Support tool e.g. Webex will be granted to the Supplier to troubleshoot fault related incidents remotely

6. Pre - Requisites

a. On-Boarding Health Check and Documentation
b. SSH, SNMP and where applicable WMI access for all monitored devices