

ans

Service Definition

Wide Area Network | Standard

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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 Carrier for faults	Priority escalation to carrier through partner channels.	Normal Business Hours
High Priority Escalation to Carrier	High Priority escalation to carrier 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

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	*6 hours
P2	1 Hour	2 Hours	4 Hours	None	GLASS Portal	2 Days
P3	4 Hours	1 Day	2 Days	None	GLASS Portal	5 Days
P4	1 Day	Never	Never	None	GLASS Portal	15 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.

*Resolution KPI is subject to change dependant on the type of circuit fix time. 6hrs is based on a carrier fix time of 5 hours. Products such as EFM and DSL may be subject to other resolution targets. Please refer to any Special Terms and Conditions related to the Service.

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	100% of P1 Incidents to receive a Root Cause Analysis within 10 Working Days of Resolution.

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 Service Levels due to local environmental factors such as power and cooling
- g. Failure to meet Service Levels where site in question has no resiliency (single circuit site)
- h. EFM, DSL and PSTN circuits are excluded from all Service Credits due to SLA limitations with circuit suppliers
- i. Request For Change will be subject to Additional Service Charges
- j. 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.
- k. Emergency Changes that are not a direct output of a Priority 1 incident may be subject to Additional Service Charges e.g. Poor planning from a Customer Managed Project

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. Environmental checks including knowledge of Building or Road works
 - f. The Customer shall check hardware onsite and ensure the hardware has power and cables are connected as expected
 - g. 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 data and configuration backups outside of the Supported Assets without exception. The Supplier does not backup any data or configuration outside of the Supported Assets.
- h. The Customer is responsible for completing a Request for Change (RFC) in accordance with the Supplier's Change Management Process

- i. The Customer shall ensure that all relevant Customer employees have access to and have read the Supplier's Managed Services Handbook
- j. The Customer shall ensure an on-going availability of suitable Internet connection (if not provided by the Supplier)
- k. 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
- l. 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.
- m. 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.
- n. 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).
- o. If the Customer requires the Supplier to provide onsite hands and eyes support then this will be subject to Additional Service Charges.
- p. 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

6. Pre Requisites

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