



# Service Definition

SMB | Public Cloud | Business

## Product Terms for Cloud Business Package

The following Product Terms apply if the relevant Services are included within your Quotation. In the event of a conflict between the Product Terms and the applicable Terms and Conditions, these Product Terms shall prevail, but only to the extent of such conflict. Any capitalised terms used in this document shall have the meanings set out in the applicable Terms and Conditions (save where expressly provided otherwise below) and any additional definitions outlined below shall also apply.

# 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. Operations Baseline

Service	Service Description	Service Hours
Incident Management		
Incident Management	The Supplier is responsible for conducting incident management via ANS Glass, Telephone, Teams, Email, and Remote Connection for Priority 2-5 support in normal business hours.	Normal Business Hours
Major Incident Management	The Supplier is responsible for conducting incident management via Telephone and Remote Connection for Priority 1 scenario support 24x7x365. Priority escalation to Microsoft Premier support is also included.	24 x 7
Change Management & Advisory		
Ops Advisory & Architecture Validation	The Supplier provides access to Advisory support for: <ul style="list-style-type: none"> <li>- Configuration</li> <li>- Platform Best Practice</li> <li>- Architecture and Design Best Practice</li> </ul>	Normal Business Hours
Task Automation	Automation of repeatable tasks covering resource provisioning / de-provisioning / restarting and modifying of supported cloud resources.	24 x 7
Change Management	On request, the Supplier will take full ownership of the Change Management Process for the Customer Supported Assets.	Normal Business Hours
Monitoring & Event Management		
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
Governance		

Asset Register	Cloud Resource asset register collected continuously for all cloud-based assets within accounts under ANS service.	24 x 7
Event Log	Continuous event log collection of all actions performed on cloud platform through GUI, API or automation.	24 x 7
Continuous Documentation	Upon request the supplier will deliver automatic generation of cloud environment diagrams, including resources and their dependencies.	Normal Business Hours
Consumption Insights Report	Consumption Insight Reporting can be made available on request. The Report will cover the previous period and be based on available data dimensions.	Normal Business Hours
Protect & Recover		
Backup Tooling & Monitoring	The Supplier will monitor for backup failures.	Normal Business Hours
Backup & Recovery	The Supplier will setup backups where requested and help recover from backup where requested.	Normal Business Hours
Test Backup Restores	The Supplier will commit to testing Backup Restores of Customer Supported Assets upon a Request for Change (RFC) being submitted by the Customer to the Supplier (Max Quarterly).	Normal Business Hours
Operating System Management		
OS Patch Management	The Supplier shall patch Supported Assets in line with the agreed schedule. Assets are grouped in weekly cycles and the process is repeated monthly.	24 x 7
Zero Day OS Patching	Zero Day Patch release service in the event of an urgent zero day patch released the Supplier will push out the patch via an Emergency Change process upon agreement by the Customer.	Normal Business Hours
OS Configuration	The Supplier will provide Configuration Changes on Operating System for Disk, CPU, RAM & OS.	24 x 7
Service Operations		
Customer Portal Access	Customer access to ANS customer portal providing visibility of all Service related tickets, alerts and performance dashboards.	24 x 7
Account Management	The Supplier will provide a named Account Manager.	Normal Business Hours
Service Management Reporting	Service Management Reporting will be distributed at regular intervals. The Report will cover the previous period.	Normal Business Hours

There is no hard limit on the number of Incident Management support requests, but excessive usage will be queried by the Company and future requests changes may be chargeable. Daily requests for a period of greater than 10 days or a support request taking in excess of 30 minutes to complete will be chargeable. Charges for excessive usage will be calculated at our standard hourly rate.

Ops Advisory & Architecture Validation support requests are capped at 5 hours per calendar month.

## 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/Vendor	Notification Frequency	Target Resolution KPI
P1	30 Minutes	1 Hour	Immediate	Immediate	Hourly Email	4 hours
P2	1 Hour	2 Hours	4 Hours	6 Hours	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

All Changes require a Request for Change (RFC) form to be completed on the Suppliers GLASS Portal and submitted detailing the required Change. The Supplier will reject unapproved or incomplete RFC forms.

Changes will follow the Change Management Process as defined in the ANS Managed Services Handbook. It should be noted that Emergency Changes will only be carried out in the event of a P1 scenario (either pro-active or reactive) and/or a major Security Incident where the Supplier deems appropriate.

### 1.3.1. Change Risk Assessment Matrix

Impact on Service	High	Significant 3 CR3	Major 2 CR2	Critical 1 CR1
	Medium	Minor 4 CR4	Significant 3 CR3	Major 2 CR2
	Low	Candidate for Standardisation 5 CR5	Minor 4 CR4	Significant 3 CR3
		Low	Medium	High
Probability of Negative Impact Until Change is Successfully Completed				

### 1.3.2. Change implementation targets Table:

Change Type	Implementation Start Date
Normal CR1	1 Working Day from CAB Approval
Normal CR2	2 Working Days from CAB Approval
Normal CR3	3 Working Days from CAB Approval
Normal CR4	4 Working Days from CAB Approval
Normal CR5	5 Working Days from CAB Approval
Normal CR6	Project Changes (Informational and Approval only)

Standard	Change to be completed within 4 Working days from logging on ANS ITSM Tool
Emergency	Change to completed in conjunction with Incident Management Process (P1)

Emergency Changes are dealt with in conjunction with the Incident Management Process; further details of this and all other change types are detailed within the Managed Services Handbook.

## 2. Service Level Targets

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.

## 3. Exclusions

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

For the purpose of these sections “Customer Supported Assets” means the Cloud solution provided by AWS or Microsoft (as the case may be) to the Customer and in relation to which ANS is providing the support more particularly outlined in these Product Terms.

“Demarcation Zone” means infrastructure or solutions not being Customer Supported Assets.

- Issues resulting from misconfiguration by the Customer outside of the Demarcation Zone resulting in impact to the Customer Supported Assets.
- Issues resulting from failures in maintenance/administration by the Customer outside of the Demarcation Zone resulting in impact to the Customer Supported Assets.
- Issues resulting from Unauthorised Access by the Customer of Customer Supported Assets.
- End User or 1<sup>st</sup> Line support.
- Technical Advice to any persons not listed as a Named Contact.
- Failure to meet SLA due to Public Cloud provider outages.
- Normal Changes requiring more than 2 hours of implementation time are excluded from the service and will be subject to Additional Service Charges.
- 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.
- 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.
- Applications without accurate services information for on-boarding the service will be removed from scope and excluded from on-boarding.
- Daily requests for a period of greater than 10 days or a support request taking in excess of 30 minutes to complete will be chargeable. Charges for excessive usage will be calculated at our standard hourly rate.
- Patching of Customer Supported Assets that do not comply with vendor best practices and configurations.
- Change Management on Server Roles & Features.

- n. Change Management on Group Policy or Active Directory.
- o. Microsoft Azure Backup Major Version Releases will be subject to Additional Service Charges as only dot releases and patches are including as part of the service.
- p. Microsoft Azure Site Replication Major Version Releases will be subject to Additional Service Charges as only dot releases and patches are including as part of the service.
- q. Escalation to Microsoft Premier Support is limited to Major incidents, subject to Major Incident Manager approval. Escalation of Sev B or lower cases is subject to additional charges.

## 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 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.
- e. The Customer is required to ensure that all Customer Supported Assets are appropriately licenced and have Supplier recommended hardware and vendor support in place.
- f. The Customer is responsible for all configuration backups outside of the Customer Supported Assets without exception.
- g. The Customer is responsible for all data and configuration backups without exception. The Supplier does not backup any Customer data.
- 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. If the Customer requires the Supplier to provide onsite hands and eyes support then this will be subject to Additional Service Charges.
- o. 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.
- p. The Customer is responsible for 1st line restoration of files and folders.
- q. The Customer must be able to provide the Supplier with accurate application and services information in order for the Supplier to successfully on-board the service.
- r. The customer is responsible for deployment of agents to servers, applications or Virtual Infrastructure.

- s. The Customer is responsible for the sign-off of each patch cycle ensuring User Acceptance Testing (UAT) has been completed. Without feedback the UAT process is assumed accepted by the Customer and patching will progress by the Supplier.

## 5. Assumptions

- a. All Customer Supported Assets and Azure Accounts 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 and operating system for the Enterprise Monitoring collector server.
- e. The Customer will provide resource to work with the Supplier to on-board the service.

## 6. Pre-Requisites

- a. On-Boarding Health Check and Documentation.
- b. Platform and where applicable WMI access for all patching and monitored services.
- c. Administrative Access Permissions for ANS Engineers on supported Subscriptions/Accounts.
- d. Registered Partner of Record and/or AWS Associated Partner registration.

## 7. Partner of Record

ANS' Managed Cloud for Azure incorporates Microsoft Signature Cloud Support for any issues that require escalation to Microsoft. In order for this to be able to be fulfilled, Microsoft leverage information collected from the Partner of Record (PoR) system to assign back end support rights. As such ANS must be registered as the digital PoR on any Subscriptions that contain or contribute to assets under support or management for the entire duration of the agreement. Consequently, the Customer shall, prior to the Commencement Date arrange for ANS to be registered as the PoR on all Subscriptions that contain or contribute to assets under support or management for the entire duration of this agreement. The Customer will grant ANS 24 x 7 operational control and management of a customer's Azure resources via any of the following options:

- ANS Global Administrator permissions within the Customer's Azure Active Directory Tenant.
- Azure Lighthouse Delegated resource management.



- Directory or Guest Users or Service Principals.

## 8. Amazon AWS Associated Partner

Amazon AWS' partnership status is heavily reliant on demonstrating working relationships with AWS consumers, Amazon leverage information collected from the associated partner system to assign partnership status. As such ANS must be registered as the associated partner on any accounts that contain or contribute to assets under support or management for the entire duration of the agreement. Consequently, the Customer shall, prior to the Commencement Date arrange for ANS to be registered as the associated partner on all accounts that contain or contribute to assets under support or management for the entire duration of this agreement.