Service Definition

eCloud | VPC
Virtual Private Cloud
(Base)

1. Operational Services

1.1. Terms and Definitions

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.

Term	Definition
Normal Business Hours	09:00 – 17:30, Monday to Friday (excluding bank holidays)
Emergency Hours	08:01pm to 07:59am Monday to Sunday including bank holidays.
Working Day	12 Normal Business Hours
24x7	24 hours a day, 7 days a week
ANS Glass	the portal where the Customer can log/view Service-related tickets, alerts and performance dashboards.
Business Critical Incident	Incidents that cause complete outage or complete failure of systems or services identified by the Customer as crucial to normal business operations.
Change	the addition, modification, or removal of anything that could have a direct or indirect effect on the Service.
Customer Supported Assets	Any resource that is provisioned by the supplier to provide the Customer's eCloud VPC solution
CSM	non-technical resource provided by the Supplier to facilitate delivery of value to the Customer as part of the Service.
Emergency Change	a Change required in order to resolve or implement a tactical workaround for a P1 incident.
Impact Assessment	information the Customer is required to provide as part of logging an Incident with the Supplier.
Incident	any failure of any part of the solution to perform in accordance with its intended functionality; or any event or threat of an event that is not part of the standard operation of any part of the system and that causes, or may cause, an interruption to, or a reduction or adverse change in, the quality or the functionality of any part of the system which is provided by the Supplier.
Instance OS	the operating system installed on a virtual machine or cloud instance.
Managed Services Handbook	document provided by the Supplier to provide the Customer with key supporting information regarding the provision of the Services.
Service Desk	the facility to be provided by the Supplier in accordance with this Service Level Agreement (SLA) to receive and respond to support requirements from the Customer.

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Service Disruption Report	Incident report completed by the Supplier.
Supplier	ANS Group Limited.
System	The functionality related group of elements including hardware and software provided by the Supplier.
Resolution	the criteria for resolution is agreed as part of the impact assessment. When criteria is met, the incident will be marked as resolved and we will contact the Customer to confirm the authority to close the Incident.
Valid Supported Configuration	a configuration of an IT service or component that is formally approved, tested, and supported by the organisation and vendor.
WSUS	Windows Server Update System; a server role in the Windows Server Operating System allowing management and distribution of policy updates.

2. Service Overview

The eCloud VPC (Virtual Private Cloud) combines the benefits of public cloud, such as flexibility, resilience and scalability with the security and simplicity of private cloud. Built on enterprise-grade technology from VMware, Cisco and HPE, the Supplier's cloud platform, eCloud VPC, is tailored to the needs of customers offering a fast and affordable route to the cloud.

The 'Base' service offers the Customer the ability to purchase the platform without support for Virtual Machines and applications at a lower cost. It allows the Customer to take support at the platform level only, for example, help with platform outages.

3. Operations Baseline

Service	Service Description	Service Hours
Incident Management		
Service Desk - Non Business Critical Faults	The Supplier provides access with relevant phone and email contact details to the Supplier's 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's Service Desk for Business Critical system down scenarios (P1) only.	24 x 7
Storage Triage and Troubleshooting	The Supplier investigates and resolves platform incidents relating to storage components.	24 x 7
High Priority Escalation to Vendor	High Priority escalation to vendor for P1 Business Critical faults.	24 x 7

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Monitoring & Event Management		
Monitoring Service	The Supplier will provide the Customer read-only access to monitoring tools, providing uptime and availability monitoring across configured services.	24 x 7
Platform Monitoring	The Supplier will monitor core infrastructure to ensure availability, performance and uptime.	24 x 7
High Availability		
HA Configuration	Where a high-availability solution has been deployed the Supplier will configure and manage the availability of the platform infrastructure. However application availability is the responsibility of the Customer.	Normal Business Hours
Protect and Recover		
High Priority Backup Restores	Where backups have been purchased as part of the Service, the Supplier will commit to backup restores of customer supported assets when a Priority 1 (P1) Incident is raised with the Supplier.	24 x 7
Backup & Recovery	Where backups are purchased as part of the Service, the Supplier will setup backups and recover from backups on request.	Normal Business Hours
Test Backup Restores	The Supplier will commit to testing backup restores of customer supported assets upon an incident being submitted by the Customer to the Supplier. Subject to fair use.	Normal Business Hours
Antivirus	Where a Security Product is licensed and purchased as part of the eCloud VPC solution, the Supplier will deploy and manage required policies.	Normal Business Hours
Governance, Cost Management & Optimisation		
Cost Reporting	The Supplier shall provide self-service access for the Customer to keep track of spend.	24 x 7
Service Operations		
Customer Portal Access	Customer access to ANS Glass providing visibility of all service-related tickets, billing information, and self-service access (where available).	24 x 7
Account Management	The Supplier shall provide an account management function for the Customer and where applicable to the Service a CSM will be aligned to the account. This will be confirmed during agreement of the Quotation and Terms.	Normal Business Hours
Emergency Changes	Following a Business Critical Incident, the Supplier will implement Emergency Changes within the scope of the Service.	24 x 7
Root Cause Analysis	Applicable to P1 Incidents only, following the successful resolution of the Incident. In the case of reoccurring incidents, further analysis may be undertaken, and Service Disruption Report created.	Normal Business Hours
Physical Asset Protection		

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Hardware – Non Business Critical Faults	The Supplier provides all physical hardware in N+1 configuration or highly available therefore will replace hardware non-disruptively.	Normal Business Hours
Hardware - Business Critical Faults	The Supplier provides 24/7 access with relevant phone contact details to the Supplier Service Desk for Business Critical system down scenarios (P1).	24 x 7
Infrastructure Services	The Supplier will manage the infrastructure as a service, including software and firmware versions as per the vendors advice.	24 x 7

4. Service Levels, Key Performance Indicators and Service Credits

Service Credits are calculated as a percentage of the monthly Charges and in any event shall not exceed 10% of the monthly Charges in the month that the Service Credit arose.

For eCloud VPC Base, Incident tickets will be accepted on anything related to the core infrastructure only.

Category	Service Level Target	Minimum Service Level	Service Credits
P1	100% of Incidents responded to within 30 minutes – 24 x 7 Service Hours.	100%	1st Incident missed response time – 5% Service Credit
P2	100% of Incidents responded to within 1 Normal Business Hour.	Service credits apply from 2nd failure within a calendar month	1st Incident missed response time – 0% Service Credit 2nd Incident missed response time – 5% Service Credit 3rd Incident missed response time – 10% Service Credit
P3	100% of Incidents responded to within 4 Normal Business Hours.	None	No Service Credit
P4	100% of Incidents responded to within 1 Working Day.	None	No Service Credit
P5	100% of incidents responded to within 2 working days.	None	No Service Credit

5. Exclusions

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

a. Issues resulting from misconfiguration by the Customer outside of the System (which are not agreed in writing with ANS and tested for compatibility prior to making such changes) resulting in impact to the system.
b. Issues resulting from failures in maintenance/administration by the Customer outside the System resulting in impact to the System.
c. Any issues caused by the Customer making changes to the System.
d. Any issues caused where the software provided by the Customer does not conform to the design and/or specification requirements agreed in writing with the Supplier. This shall include the requirement for the Customer to have a Supplier-provided firewall device as part of the solution design.
e. The availability of any application programming interface (API) written and provided by the Supplier as part of the Service.
f. End User or 1st line support.
g. Technical Advice to any persons not listed as a named contact on the Customer's account.
h. Where Service Credits are directly associated or linked to a minimum service level percentage, there must be a minimum of 4 tickets, or the Service Credit is excluded.
i. Any changes outside of Emergency Hours will be chargeable.
j. Where OS patching has failed to install patches on Windows Servers, the patch will retry for install in the next scheduled maintenance window until the patch is successful or removed from availability on the WSUS catalogue of updates.

6. Customer Responsibilities

Including but not limited to:

a. Where required, the Customer shall make available appropriately skilled employees while an Incident is being managed.
b. 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 the System (regardless of perceived impact)
   e. The Customer is required to ensure that all Customer Supported Assets are appropriately licenced and have Supplier recommended hardware and vendor support is in place
c. The Customer is responsible for all configuration backups outside of the System without exception.
d. 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.
e. The Customer shall provide suitable notice to any planned/scheduled maintenance that could affect the Customer System, including environmental changes.
f. 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.
g. The Customer must be able to provide the Supplier with accurate application and services information for the Supplier to successfully on-board the Service.
h. The Customer is responsible for applications not installed by the Supplier.
i. The Customer is responsible for the security and integrity of the operating system and application stack unless purchased as an additional service.

7. Assumptions

a. All Customer Supported Assets within this Contract are covered by a valid software maintenance and support agreement in line with applicable Service Levels.
b. All Customer Supported Assets are in a Valid Supported Configuration at commencement of the Agreement.

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c. All Customer specific pre-requisites have been completed before commencement of the Agreement.
d. Additional services can be purchased in conjunction with eCloud VPC Base, i.e. EDR, Backups, and panel licences.

8. Pre-Requisites

To onboard and deliver the Services optimally, certain pre-requisites must be met. The Supplier's delivery team will work closely with the Customer on the pre-requisites.

These pre-requisites are:

1. Administrative Access Permissions for Supplier engineers on Instance OS.
2. Approved Statement of Work/Pre-Launch Questionnaire.
3. The Supplier will grant access to the Customer to ANS Glass.

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9. Responsibility Matrix (RACI)

RACI: R=Responsible | A=Accountable | C=Consulted | I=Informed			
ACTIVITY	**ANS**	**Client**	**Comments**
Creation / Deletion of VPC	I	R	Where a Managed Service has been purchased, there is shared responsibility via the sales and launch process or through ANS Glass. Otherwise, the responsibility is with the Supplier for the initial launch of VPC, subsequent to this additional capacity is the responsibility of the Customer. When the Customer has terminated the Services or upon expiry of the Agreement, the Customer is responsible for deleting the resources in use via ANS Glass. Should these not be deleted such resources will be chargeable at the eCloud VPC PAYG rate.
Creation / Deletion of Networks	I	R	Where a Managed Service has been purchased, there is shared responsibility via the sales and launch process or through ANS Glass. Otherwise, the responsibility is with the Supplier for the initial launch of VPC, subsequent to this additional capacity is the responsibility of the Customer. When the Customer has terminated the Services or upon expiry of the Agreement, the Customer is responsible for deleting the resources in use via ANS Glass. Should these not be deleted such resources will be chargeable at the eCloud VPC PAYG rate.
Creation / Deletion of Routers	I	R	Where a Managed Service has been purchased, there is shared responsibility via the sales and launch process or throughANS Glass. Otherwise, the responsibility is with the Supplier for the initial launch of VPC, subsequent to this additional capacity is the responsibility of the Customer. When the Customer has terminated the

ACTIVITY	ANS	Client	Comments
			Services or upon expiry of the Agreement, the Customer is responsible for deleting the resources in use via ANS Glass. Should these not be deleted such resources will be chargeable at the eCloud VPC PAYG rate.
Creation / Deletion Private Hosts	I	R	Where a Managed Service has been purchased, there is shared responsibility via the sales and launch process or throughANS Glass. Otherwise, the responsibility is with the Supplier for the initial launch of VPC, subsequent to this additional capacity is the responsibility of the Customer. When the Customer has terminated the Services or upon expiry of the Agreement, the Customer is responsible for deleting the resources in use via ANS Glass. Should these not be deleted such resources will be chargeable at the eCloud VPC PAYG rate.
ACTIVITY	**ANS**	**Client**	**Comments**
Creation / Deletion of Instances	I	R	For supported customers shared responsibility based on self-creation through ANS Glass or through launch process. For unsupported customers the initial launch may be the Supplier's responsibility because of automated launch, subsequent to this additional capacity is the responsibility of the Customer. When the Customer has terminated the Services or upon expiry of the Agreement, the Customer is responsible for deleting the resources in use via ANS Glass. Should these not be deleted such resources will be chargeable at the eCloud VPC PAYG rate.
Creation / Deletion of Volumes	I	R	Where a Managed Service has been purchased, there is shared responsibility via the sales and launch process or through ANS Glass. Otherwise, the responsibility is with the Supplier for the initial launch of VPC, subsequent to this additional capacity is the responsibility of the Customer. When the Customer has terminated the Services or upon expiry of the Agreement, the Customer is responsible for deleting the resources in use via ANS Glass. Should these not be deleted such resources will be chargeable at the eCloud VPC PAYG rate.
Installation of Supported Software	I	R	The Supplier will support software installed by the Supplier.

Activity	ANS	Client	Comments
Installation of 3rd party software	I	R	
Instance CPU Increase/Decrease	I	R	
Instance Memory Increase/Decrease	I	R	
Instance local volume Increase/Decrease	I	R	
Shared volume Increase/Decrease	I	R	
IP creation/deletion/assignment	I	R	
Private Host CPU Spec Change	I	R	
Private Host Memory Spec Change	I	R	
ACL creation / deletion	I	R	
Storage IOPS Increase/Decrease	I	R	
Infrastructure Storage Performance	R	I	
Infrastructure Network Performance	R	I	
ACTIVITY	**ANS**	**Client**	**Comments**
Infrastructure Compute Performance	R	I	
VM Storage Performance	I	R	Where a Managed Service has been purchased, responsibility for VM performance is shared, the Supplier assumes responsibility up to and including the OS layer. Application interaction with the underlying infrastructure is therefore the Customer's responsibility.
VM Network Performance	I	R	Where a Managed Service has been purchased, responsibility for VM performance is shared, the Supplier assumes responsibility up to and including the OS layer. Application interaction with the underlying infrastructure is therefore the Customer's responsibility.
VM Compute performance	I	R	Where a Managed Service has been purchased, responsibility for VM performance is shared, the Supplier assumes responsibility up to and including the OS layer. Application interaction with the underlying infrastructure is therefore the Customer's responsibility.
Application Performance	I	R	
Storage Patching	R		

	ANS	Client	Comments
Public Host Patching	R		
Private Host Patching	R	C / I	Private customers will be consulted on underlying patching prior to implementation except in emergency situations where they will always be informed before the work begins.
Management Patching	R		
Network Patching	R		
VM Patching	I	R	
ACTIVITY	**ANS**	**Client**	**Comments**
Infrastructure monitoring	R		
Public hardware failures	R		
Infrastructure Security	R		
Solution Security	C	R/C	The Supplier assumes responsibility for the security of the underlying infrastructure, it is the Customer's responsibility to ensure the application stack and its interaction with the Supplier's infrastructure are secure.

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