Managed Security Services SLA Document

Appendix A

Response and Resolution Times

The following table shows the targets of response and resolution times for each priority level:

Trouble	Priority	Response time (in hours) *	Resolution time (in hours) *	Escalation threshold (in hours)
Service not available (all users and functions unavailable).	1	Within 1 hour	ASAP – Best Effort	2 hours
Significant degradation of service (large number of users or business critical functions affected)	2	Within 4 hours	ASAP – Best Effort	8 hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 24 hours	ASAP – Best Effort	48 hours
Small service degradation (business process can continue, one user affected).	4	within 48 hours	ASAP – Best Effort	96 hours

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Support Tiers

The following details and describes our Support Tier levels:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3rd Party (Vendor) Support Engineers to resolve the most complex issues.

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Appendix A (cont.)

Service Request Escalation Procedure

1. Support Request is Received
2. Trouble Ticket is Created
3. Issue is Identified and documented in SOC system
4. Issue is qualified to determine if it can be resolved through Tier 1 Support

If issue can be resolved through Tier 1 Support:

5. Level 1 Resolution - issue is worked to successful resolution
6. Quality Control –Issue is verified to be resolved to Client's satisfaction
7. Trouble Ticket is closed, after complete problem resolution details have been updated in SOC system

If issue cannot be resolved through Tier 1 Support:

6. Issue is escalated to Tier 2 Support
7. Issue is qualified to determine if it can be resolved by Tier 2 Support

If issue can be resolved through Tier 2 Support:

8. Level 2 Resolution - issue is worked to successful resolution
9. Quality Control –Issue is verified to be resolved to Client's satisfaction
10. Trouble Ticket is closed, after complete problem resolution details have been updated in SOC system

If issue cannot be resolved through Tier 2 Support:

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9. Issue is escalated to Tier 3 Support
10. Issue is qualified to determine if it can be resolved through Tier 3 Support

If issue can be resolved through Tier 3 Support:

11. Level 3 Resolution - issue is worked to successful resolution
12. Quality Control –Issue is verified to be resolved to Client's satisfaction
13. Trouble Ticket is closed, after complete problem resolution details have been updated in SOC system

If issue cannot be resolved through Tier 3 Support:

12. Issue is escalated to Onsite Support
13. Issue is qualified to determine if it can be resolved through Onsite Support

If issue can be resolved through Onsite Support:

14. Onsite Resolution - issue is worked to successful resolution
15. Quality Control –Issue is verified to be resolved to Client's satisfaction
16. Trouble Ticket is closed, after complete problem resolution details have been updated in SOC system

If issue cannot be resolved through Onsite Support:

17. I.T. Manager Decision Point – request is updated with complete details of all activity performed

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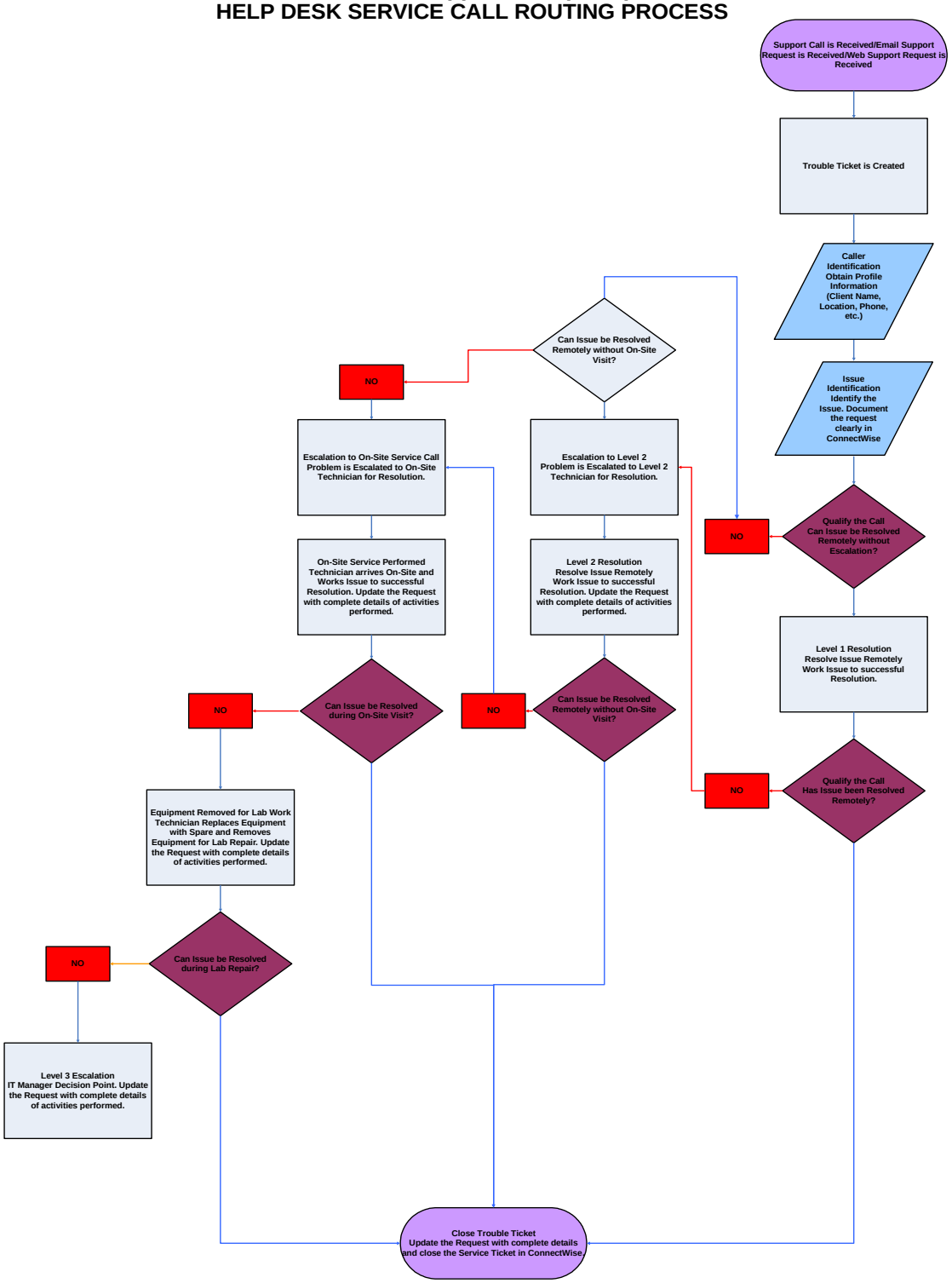
Appendix A (cont.)
HELP DESK SERVICE CALL ROUTING PROCESS



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Appendix B

Description	Frequency	Included in Maintenance
General		
Document software and hardware changes	As performed	YES
Test backups with restores	Monthly	YES
Monthly reports of work accomplished, work in progress, etc.	Monthly	YES
Servers		
Manage Servers	Ongoing	YES
Monitor all Server services	Ongoing	YES
Keep Service Packs, Patches and Hotfixes current as per company policy	Monthly	YES
Check event log of every server and identify any potential issues	As things appear	YES
Monitor Active Directory replication	As needed	YES
Monitor WINS replication	As needed	YES
Reboot servers if needed	As needed	YES
Scheduled off time server maintenance	As needed	YES
Set up and maintain groups (admin, general user, etc.)	As needed	YES
Check status of backups	Daily	YES
Educate and correct user errors (deleted files, corrupted files, etc.)	As needed	YES

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Clean and prune directory structure, keep efficient and active	As needed	YES

Disaster Recovery

Disaster Recovery of Server(s) and or workstations	As Needed	YES

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Appendix B (cont.)

Devices

Manage Workstations	Ongoing	YES
Manage Other Networked Devices	Ongoing	YES
Manage all mobile devices associated with the company	Ongoing	YES

Networks

Check router logs	As needed	YES
Performance Monitoring/Capacity Planning	Ongoing	YES
Monitor DSU/TSU, switches, hubs and internet connectivity, and make sure everything is operational (available for SNMP manageable devices only)	Ongoing	YES

Security

Check firewall/UTM logs	As needed	YES
Confirm that antivirus virus definition auto updates have occurred	As needed	YES
Confirm that antispyware updates have occurred	As needed	YES
Confirm that backup has been performed on a daily basis	As needed	YES
Create new directories, shares and security groups, new accounts, disable/delete old accounts, manage account policies	As needed	YES
Permissions and file system management	As needed	YES
Set up new users including login restrictions, passwords, security, applications	As needed	YES

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Set up and change security for users and applications	Ongoing	YES
Monitor for unusual activity among users	As needed	YES

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Appendix B (cont.)

Service Rates

Labor	Rate
Remote PC Management/SOC **9am-7pm M-F**	INCLUDED
Remote Network Management **9am-7pm M-F**	INCLUDED
Remote Server Management **9am-7pm M-F**	INCLUDED
24x7x365 Network Monitoring	INCLUDED
All Labor/onsite/lab except project work/ **9am-7pm M-F**	INCLUDED
Project and consulting work/Labor **9am-7pm M-F**	$67/hour
Emergency Recovery Services - Over 5 hours **24x5 M-F (ends 9:00pm on Friday)**	$67/hour

Covered Equipment

Managed Workstations: (Desktops & Laptops)
Managed Mobile Devices: (Tablets & Cell Phones)
Managed Networks:
Managed Servers:

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