

Corporate IT Services (A Shared Service)

Web Hosting Service Agreement

This document describes a service agreement between the named parties to undertake recurrent chargeable work.

1. Customer details

Organization	Customer X
Client / Business Owner	

2. Corporate IT details

Service name	Web Hosting
CRM	
Date of agreement	
Service start date	Existing service

3. Service

Service Description	Hosting of Customer X web site customerx.com.au including: <ul style="list-style-type: none">▪ Application A▪ Application B▪ Application C
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Service inclusions	<ul style="list-style-type: none">▪ Application Hosting<ul style="list-style-type: none">○ proactive server monitoring○ failover management (all CUSTOMER X hosted servers are clustered)○ maintenance○ operating system and security upgrades▪ Server and Domino system software<ul style="list-style-type: none">○ monitoring○ maintenance○ licensing▪ Network support<ul style="list-style-type: none">○ proactive communications link via incident management process (attached), whereby Corporate IT CRM can approve changes and CUSTOMER X nominated contact will receive notification○ monitoring○ management○ maintenance○ upgrades▪ Utilization of shared Internet network bandwidth▪ Release management - data & application changes are made at CUSTOMER X and migrated into the production server(s) via standard Corporate IT Services change management process (attached).▪ Network and server security and virus detection (monitoring, management) & mandated security patching (scheduled and emergency)▪ IT Service Centre support of application failure (logging, incident and escalation management, assistance with root cause determination) including client notification via CRM.▪ IT Change Management including client notification of scheduled outages.▪ Client notification prior to any scheduled outage and during any failure that impacts on the provision of service (Client service will be added to Configuration Management Database to ensure notification of alerts to changes are made).▪ Monthly reporting including:<ul style="list-style-type: none">○ Web statistics○ Incident, problem and change reports
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