

Service Level	BRONZE	SILVER	GOLD
In Scope	<p>Service Agreements</p> <ul style="list-style-type: none"> ▶ Availability <ul style="list-style-type: none"> ▶ 98% during hours 9am - 5pm, Mon - Fri ▶ On-call response to SEV1,2 incidents After Hours ▶ Repair next business day ▶ Incident response and resolution <ul style="list-style-type: none"> ▶ 80% calls acknowledged within 15 seconds ▶ 100% calls resolved within 3 working days ▶ Agreed Outages <ul style="list-style-type: none"> ▶ Availability measure excludes agreed outages <p>Service Support</p> <ul style="list-style-type: none"> ▶ Service Desk Services <ul style="list-style-type: none"> ▶ Call Logging, Incident and Escalation Mgt ▶ Change Management <ul style="list-style-type: none"> ▶ Management of IT changes ▶ Problem Management <ul style="list-style-type: none"> ▶ Root cause determination for problems <p>Network Services</p> <ul style="list-style-type: none"> ▶ Monitoring <ul style="list-style-type: none"> ▶ Monitoring and alerting of basic services ▶ License usage monitoring ▶ Storage Management <ul style="list-style-type: none"> ▶ Management of data storage ▶ Printing Services <ul style="list-style-type: none"> ▶ Management of print spoolers and queues ▶ Disaster Recovery <ul style="list-style-type: none"> ▶ Recovery of servers to O/S prompt <p>Telehousing</p> <ul style="list-style-type: none"> ▶ Built for purpose computer room ▶ Built for purpose server racks and cabling ▶ Data backup within existing backup and retention schedules, and backup window <p>Security</p> <ul style="list-style-type: none"> ▶ Implementation of critical security patches to O/S and infrastructure applications ▶ Anti-virus signature files updated automatically <p>Release Management</p> <ul style="list-style-type: none"> ▶ New application release into production 	<p>Service Agreements</p> <ul style="list-style-type: none"> ▶ Availability <ul style="list-style-type: none"> ▶ 99% during hours 7am - 7pm Mon - Fri ▶ On-call response to SEV1,2 incidents AH ▶ Repair next business day ▶ Incident response and resolution <ul style="list-style-type: none"> ▶ 80% calls acknowledged within 15 seconds ▶ 100% calls resolved within 3 working days ▶ Agreed Outages <ul style="list-style-type: none"> ▶ Availability measure excludes agreed outages <p>Service Support</p> <ul style="list-style-type: none"> ▶ Service Desk Services <ul style="list-style-type: none"> ▶ Call Logging, Incident and Escalation Mgt ▶ Change Management <ul style="list-style-type: none"> ▶ Management of IT changes ▶ Problem Management <ul style="list-style-type: none"> ▶ Root cause determination for problems <p>Network Services</p> <ul style="list-style-type: none"> ▶ Monitoring <ul style="list-style-type: none"> ▶ Monitoring and alerting of basic services ▶ License usage monitoring ▶ Storage Management <ul style="list-style-type: none"> ▶ Management of data storage ▶ Printing Services <ul style="list-style-type: none"> ▶ Management of print spoolers and queues ▶ Disaster Recovery <ul style="list-style-type: none"> ▶ Recovery of servers to O/S prompt <p>Telehousing</p> <ul style="list-style-type: none"> ▶ Built for purpose computer room ▶ Built for purpose server racks and cabling ▶ Data backup within existing backup and retention schedules, and backup window <p>Security</p> <ul style="list-style-type: none"> ▶ Implementation of critical security patches to O/S and infrastructure applications ▶ Anti-virus signature files updated automatically <p>Release Management</p> <ul style="list-style-type: none"> ▶ New application release into production 	<p>Service Agreements</p> <ul style="list-style-type: none"> ▶ Availability <ul style="list-style-type: none"> ▶ 99% availability 24 X 7 ▶ On-site response to SEV1,2 incidents AH ▶ Repair as agreed priority ▶ Incident response and resolution <ul style="list-style-type: none"> ▶ 80% calls acknowledged within 15 seconds ▶ 100% calls resolved within 3 working days ▶ Agreed Outages <ul style="list-style-type: none"> ▶ Availability measure excludes agreed outages <p>Service Support</p> <ul style="list-style-type: none"> ▶ Service Desk Services <ul style="list-style-type: none"> ▶ Call Logging, Incident and Escalation Mgt ▶ Change Management <ul style="list-style-type: none"> ▶ Management of IT changes ▶ Problem Management <ul style="list-style-type: none"> ▶ Root cause determination for problems <p>Network Services</p> <ul style="list-style-type: none"> ▶ Monitoring <ul style="list-style-type: none"> ▶ Monitoring and alerting of basic services ▶ License usage monitoring ▶ Storage Management <ul style="list-style-type: none"> ▶ Management of data storage ▶ Printing Services <ul style="list-style-type: none"> ▶ Management of print spoolers and queues ▶ Disaster Recovery <ul style="list-style-type: none"> ▶ Recovery of servers to O/S prompt <p>Telehousing</p> <ul style="list-style-type: none"> ▶ Built for purpose computer room ▶ Built for purpose server racks and cabling ▶ Data backup within existing backup and retention schedules, and backup window <p>Security</p> <ul style="list-style-type: none"> ▶ Implementation of critical security patches to O/S and infrastructure applications ▶ Anti-virus signature files updated automatically <p>Release Management</p> <ul style="list-style-type: none"> ▶ New application release into production
Out of Scope	<ul style="list-style-type: none"> ▶ Hardware and O/S costs and maintenance ▶ Infrastructure application costs and maintenance ▶ Business Application costs and maintenance ▶ Refresh of hardware, O/S (including Service Pack) or infrastructure application ▶ BCP/BRP Plans and implementation ▶ Consumables ▶ Purchase of additional data storage ▶ New application release into DEV or UAT environments ▶ Transition of infrastructure from existing environments into the Corporate IT managed service ▶ Establishment costs will be included in the Transition Project 	<ul style="list-style-type: none"> ▶ Hardware and O/S costs and maintenance ▶ Infrastructure application costs and maintenance ▶ Business Application costs and maintenance ▶ Refresh of hardware, O/S (including Service Pack) or infrastructure application ▶ BCP/BRP Plans and implementation ▶ Consumables ▶ Purchase of additional data storage ▶ New application release into DEV or UAT environments ▶ Transition of infrastructure from existing environments into the Corporate IT managed service ▶ Establishment costs will be included in the Transition Project 	<ul style="list-style-type: none"> ▶ Hardware and O/S costs and maintenance ▶ Infrastructure application costs and maintenance ▶ Business Application costs and maintenance ▶ Refresh of hardware, O/S (including Service Pack) or infrastructure application ▶ BCP/BRP Plans and implementation ▶ Consumables ▶ Purchase of additional data storage ▶ New application release into DEV or UAT environments ▶ Transition of infrastructure from existing environments into the Corporate IT managed service ▶ Establishment costs will be included in the Transition Project
Assumptions	<ul style="list-style-type: none"> ▶ Standard level of availability for single server configuration ▶ High Availability options are not required and have not been considered or included ▶ Charge includes fixed costs only, variable costs are not included ▶ Fee for service items will be agreed and separately charged ▶ Infrastructure refresh activities will be managed under a project, and fee for service will apply ▶ New release into DEV and UAT environments will be managed under a project and fee for service will apply 	<ul style="list-style-type: none"> ▶ Reduced repair time for most common component failures ▶ High Availability options are not required and have not been considered or included ▶ Charge includes fixed costs only, variable costs are not included ▶ Fee for service items will be agreed and separately charged ▶ Infrastructure refresh activities will be managed under a project, and fee for service will apply ▶ New release into DEV and UAT environments will be managed under a project and fee for service will apply 	<ul style="list-style-type: none"> ▶ Maximum availability that can be expected for single server configuration. ▶ High Availability options are not required and have not been considered or included ▶ Charge includes fixed costs only, variable costs are not included ▶ Fee for service items will be agreed and separately charged ▶ Infrastructure refresh activities will be managed under a project, and fee for service will apply ▶ New release into DEV and UAT environments will be managed under a project and fee for service will apply
NOTE: Non-compliance with any of the Co-requisite requirements invalidates the service agreement			
Co-Requisites	<ul style="list-style-type: none"> ▶ Minimum H/W redundancy: <ul style="list-style-type: none"> ▶ O/S disk mirroring ▶ Hot pluggable disk drives ▶ H/W data disk RAID5 ▶ Redundant power supply unit ▶ Infrastructure vendor maintenance agreements will be in place to support the availability requirements. ▶ Plan for refresh of infrastructure hardware and application is agreed before commencement of agreement ▶ Purchase of sufficient server and client licenses for normal operation ▶ Exclusive Administrator access to servers ▶ Data backup schedule agreed prior to commencement of service delivery by Corporate IT ▶ Implementation of changes to any server in any environment will be managed under Corporate IT Change Management 	<ul style="list-style-type: none"> ▶ Minimum H/W redundancy: <ul style="list-style-type: none"> ▶ Same as for Bronze, PLUS: <ul style="list-style-type: none"> ▶ Physically separate disks for O/S and data ▶ Redundant NIC ▶ Equipment age less than 3 years ▶ Infrastructure vendor maintenance agreements will be in place to support the availability requirements. ▶ Plan for refresh of infrastructure hardware and application is agreed before commencement of agreement ▶ Purchase of sufficient server and client licenses for normal operation ▶ Exclusive Administrator access to servers ▶ Data backup schedule agreed prior to commencement of service delivery by Corporate IT ▶ Implementation of changes to any server in any environment will be managed under Corporate IT Change Management 	<ul style="list-style-type: none"> ▶ Minimum H/W redundancy: <ul style="list-style-type: none"> ▶ Same as for Silver, PLUS: <ul style="list-style-type: none"> ▶ Hot spare for O/S disk mirror ▶ Hot swappable power supply units ▶ Vendor must still support spare parts ▶ Infrastructure vendor maintenance agreements will be in place to support the availability requirements. ▶ Plan for refresh of infrastructure hardware and application is agreed before commencement of agreement ▶ Purchase of sufficient server and client licenses for normal operation ▶ Exclusive Administrator access to servers ▶ Data backup schedule agreed prior to commencement of service delivery by Corporate IT ▶ Implementation of changes to any server in any environment will be managed under Corporate IT Change Management
COST PER MONTH PER MANAGED SERVER	Insert pricing	Insert Pricing	Insert Pricing
Agreement Conditions	<ul style="list-style-type: none"> ▶ This Service Agreement can apply to servers in Production, UAT and Development environments. ▶ Transition of infrastructure to the Corporate IT managed service will be managed under a project, and fee for service will apply. ▶ Additional infrastructure required for transition, eg data network and firewall infrastructure, will be identified and implemented as part of Transition Project. ▶ CRM costs to manage external customers have not been included. ▶ Billing/redistribution of costs to external customers has not been included. ▶ This quote is valid for three months from the Quote Date. ▶ All costs are inclusive of GST. ▶ This Service Agreement will be reviewed annually. 		
	Quote Date	Quote Provided By	Contact Details