

## Schedule 2 - Specifications

### Statement of Work and Service Levels

THE SERVICE	ON-SITE TECHNICAL SUPPORT
<b>Description</b>	The On-Site Technical Support service is designed to provide adequate technical resources to ensure efficient service delivery and timely response at critical business sites.
<b>Availability</b>	Staff will be available at the designated sites, (as stipulated below), during Standard Technical Services hours.
<b>Deliverable</b>	VENDOR X are responsible for the provision of: <ul style="list-style-type: none"> <li>• 1 Service Delivery Manager at Location Q.</li> <li>• 4 Technical Resources at Location Q</li> <li>• 1 Technical Resource in the Port Melbourne region</li> </ul> The team structure and skill sets are defined in schedule 11
<b>Benefits</b>	Onsite technical support will provide the following benefit to the Client: <ul style="list-style-type: none"> <li>• Regular staff who gain strong familiarity with site and local support requirements,</li> <li>• Immediate attention to critical issues as they are raised at the site.</li> </ul>
<b>Response</b>	In accordance with service level requirements defined in the following sections of this schedule : <ul style="list-style-type: none"> <li>• <u>Desktop support</u></li> <li>• <u>SOE design and maintenance</u></li> <li>• <u>Installation, moves and changes</u></li> <li>• <u>LAN technical support (excluding desktop support)</u></li> <li>• <u>WAN support</u></li> <li>• <u>Lotus Notes technical support</u></li> <li>• <u>MS Exchange technical support</u></li> <li>• <u>Change management</u></li> <li>• <u>LAN Server Operations</u></li> <li>• <u>Security administration</u></li> </ul>
<b>Measurement</b>	As above
<b>Client Obligations</b>	The Client is obliged to provide the following to assist with the efficiency of this service: <ul style="list-style-type: none"> <li>• Provision of appropriate office space and office equipment including desk, phones and PC's.</li> <li>• Advise VENDOR X of sites added or removed from the site list</li> <li>• Defining support requirements for new sites including hardware and software to be supported</li> <li>• Inform VENDOR X of any changes that might affect the provision of VENDOR X services</li> <li>• Responsibility for non supported software and infrastructure</li> </ul>
<b>Variances</b>	None.

THE SERVICE	DESKTOP SUPPORT
<b>Description</b>	<p>The Desktop Support service comprises the responsibilities of desktop hardware and software system maintenance and support via the VENDOR X Support Desk service, with escalation to the second level Technical Support as required. The supported equipment and software is defined in Schedule 6 of this document under the heading Desktop support.</p> <p><u>Desktop Technical Support does not include hardware maintenance.</u></p>
<b>Availability</b>	<p>1<sup>st</sup> Level Desktop Technical Support is provided during contracted Support Desk hours, with escalation available during standard Technical Services hours.</p>
<b>Deliverable</b>	<p>The desktop support will be executed through the On Site Technical Support Team and Support Desk (both defined in separate sections of this SLA schedule) Services provided will include:</p> <ul style="list-style-type: none"> <li>• troubleshooting and resolution of technical difficulties,</li> <li>• 1<sup>st</sup> level support via Support Desk (1<sup>st</sup> level resolution targets for Support Desk are defined under the Support Desk title in this SLA schedule) for Desktop SOE, desktop hardware and agreed peripherals as outlined in Schedule 6</li> <li>• 2<sup>nd</sup> level technical support for desktop SOE, desktop hardware and agreed peripherals as outlined in Schedule 6 Desktop section</li> <li>•</li> <li>• Other known applications are supported on a best commercial efforts basis and will not be measured as part of the SLA.</li> <li>• Support Desk telephone and email support during Support Desk hours,</li> <li>• Technical support of specified desktop hardware, notebook computers and agreed peripherals,</li> <li>• Re-imaging of desktop resources as required (this service is capped at 20 per month in total), using the Standard Operating Environment designed for the purpose,</li> <li>• Up to date and accurate information in the Remedy system for the purposes of call logging and resolution,</li> <li>• Liaison with certified engineers as per Client maintenance arrangements for the purposes of on-site maintenance as required.</li> <li>• Maintaining desktop anti-virus software and service packs as outlined in the security section of this SLA schedule</li> </ul>
<b>Benefits</b>	<p>Desktop Technical Support provides the following benefits:</p> <ul style="list-style-type: none"> <li>• Minimum downtime for routine desktop difficulties,</li> <li>• Prompt and professional resolution to technical difficulties,</li> <li>• Access to a wide range of experienced technical resources.</li> </ul>
<b>Response</b>	<p>VENDOR X will provide the following response times with regards to calls for Desktop support: There is no requirement to provide Desktop support outside of Contracted hours for the Site. A response is defined as a telephone call, email with the Client User logging the call.</p>
<b>Customer Obligations</b>	<p>The Client is obligated to provide the following to assist with the efficiency of this service:</p> <ul style="list-style-type: none"> <li>• To ensure that error conditions are reported immediately, and in full detail, to VENDOR X,</li> <li>• VENDOR X will be informed of any changes to the desktop platform performed by the Client,</li> <li>• The Client will not exceed their <u>software licensing</u>,</li> <li>• The Client shall make best endeavors to provide a window of down-time for maintenance exercises to occur as and when required,</li> <li>• The Client has the financial responsibility of all hardware and software upgrades on their systems,</li> <li>• The Client shall provide at least 2 hot swap desktop machines preloaded with the base SOE at each major LAN site and 1 at each nominated critical site.</li> </ul>