THESE REQUIREMENTS HAVE BEEN INCORPORATED BY REFERENCE INTO, AND FORM A PART OF, THE PARTNER AGREEMENT BETWEEN VENDOR AND COMPANY (THE "**AGREEMENT**"). Capitalized terms not otherwise defined herein have the meanings ascribed to them by the Agreement.

SERVICE DESCRIPTION

SERVICE CATALOG

NOC and HELP DESK

Version 4.0 (Revised November 17, 2017)

This Service Catalog lists services that are representative of the types of NOC and Help Desk services that Vendor offers to its Channel Participants but the services Vendor actually provides may be different and/or may change from time to time without notice, and not all of the listed services may be available to all Channel Participants. Before purchasing a NOC or Help Desk subscription, please confirm with Vendor or your authorized Vendor reseller or distributor that the specific services you desire are included in your subscription.

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1. NOC SERVICES LEVEL 1 – RESPOND ("NOC1")

1.1. Service Levels[1]

"*Priority Levels*" (NOC Services) are to be categorized as:

"*P1: Urgent*" An emergency condition that prevents critical business operations.

"*P2: High*" A condition that significantly impairs the use of one or more applications or systems to perform any critical business operations.

"*P3: Normal*" One or more applications or systems are affected, but the impact on business operations is not severe.

"*P4: Low*" The reported issue does not substantially impact business operations.

NOC1 (Primary Plus)

For the following Priority Level:	*The NOC1 (Primary Plus) service will on average acknowledge 80% of alerts received within:*
P1: Urgent	30 minutes
P2: High	2 hours
P3: Normal	8 hours
P4: Low	12 hours

NOC1 (Premium)

For the following Priority Level:	*The NOC1 (Premium) service will on average acknowledge 90% of alerts received within:*
P1: Urgent	15 minutes
P2: High	30 minutes
P3: Normal	1 hour
P4: Low	1 hour

1.2. Services

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[1] Measurement Period. Vendor measures its compliance with these Service Levels each calendar month. Channel Participant may view Vendor's monthly performance reports online on the 10th day of the following calendar month.
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	Service[2]	Description/Summary/Explanation
3.001	Monitor Windows-based workstations and servers. For servers, Windows Management Instrumentation protocol ("WMI") will be configured where available.	Monitoring uses Vendor Managed Workplace policy modules. All products for which a policy module exists are eligible for monitoring services.
3.002	Monitor Windows-based workstations.	
3.003	Monitor servers.	
3.004	Monitor network infrastructure for availability, bandwidth utilization, service availability (FTP, HTTP, VPN, etc.) resource monitoring (CPU, memory, sessions, etc.) and performance.	
3.005	Monitor network printers	Printer connection, tray, ink/toner, and other SMTP statuses can be monitored and informed upon.
3.006	Monitor routers, switches, firewall, backup devices and other supported devices using the Vendor Managed Workplace policy modules (see note 2).	While there are default NOC policy module configurations for NOC managed network devices, requested customizations will be implemented as agreed.
3.007	Monitor Microsoft Exchange. Monitoring collects continuous performance metrics and critical Windows log events.	Provided that Vendor Managed Workplace has a policy module for the version of Microsoft Exchange used by the End User, then it is supported.
3.008	Antivirus service for Servers. Definition and signature updates are performed on a daily or as-needed basis. Quarantine or clean actions are taken to protect data integrity and to stem infection from compromised network systems.	Assistance in the diagnosis, control and removal of infections using remote automated tools
3.009	When an alert is triggered it will be reviewed and, where necessary, escalated either via email or telephone, depending on the severity of the notification.	When an alert is triggered in Managed Workplace, NOC personnel receive an automated ticket and diagnose whether the alert is a false positive using Managed Workplace remote tools and will escalate the issue accordingly.
3.011	Microsoft patch management for Windows-based workstations and performance of scheduled maintenance activities. Critical and	Upon request, NOC Level 1 will set up the patch management for one time via Managed Workplace patch policy for applying security and critical updates. Failed patches will be sent to Channel Participant.

	Service[2]	Description/Summary/Explanation
	security updates will be automatically installed.	
3.012	Disk clean-up for servers. Temporary files and temporary Internet files are removed for profiles on Windows devices.	
3.014	Events identified as potential Incidents are to be investigated, recorded and tracked as an Incident.	Tickets are analyzed and issues found are recorded within ticket notes that can be integrated with other ticketing PSA (professional services automation) systems.
3.024	**NOC Services Reporting**	
3.025	Provide a weekly activity summary which includes the following: - open incident tickets - closed incident tickets - automated activities performed - remote sessions conducted	
3.026	Provide a monthly activity summary which includes the following: - open incident tickets - incident tickets open for more than one day - closed incident tickets - automated activities performed - remote sessions conducted - graph summarizing monthly activity	This report is available is Managed Workplace and NOC will schedule the report for Channel Participant during Onboarding process.
3.027	**Server Management**	
3.028	Monitor server status.	Status of server – Up or Down
3.029	Monitor server logs.	Monitor all the event viewer logs
3.030	Monitor event logs.	Windows events
3.031	Monitor file system usage.	Performance counter – such as memory consumption
3.032	Monitor security-related events.	Windows successful/failed logon events
3.033	Monitor server performance	Performance counters – Low memory, High CPU
3.034	Escalate as necessary	
3.035	Monitor event logs, through Managed Workplace (see note 2).	Monitor logs via policy modules
3.036	Printer - check network connectivity.	Printer status – Up or Down
3.037	Check connectivity to print server.	
3.038	**Windows Server**	
3.039	Monitor event logs, through Managed Workplace (subject to Managed Workplace policy settings)	Capture window events with the help of policy modules and generate alerts

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	Service[2]	Description/Summary/Explanation
3.040	Performance monitoring for Server resources through monitoring systems	
3.041	Printer - check network connectivity.	Printer status – Up or Down
3.042	Check connectivity to print server.	
3.043	**Network Management**	
3.044	Basic incident management - incident logging and tracking.	Syslog and SNMP trap monitoring
3.045	Monitor link uptime and downtime.	Up/Down status
3.046	Monitor router and switches for CPU and memory utilization.	Monitor via SNMP
3.047	Monitor performance and capacity for network devices.	
3.048	Monitor bandwidth utilization.	Monitor via bandwidth monitor or through specific firewall Policy module (SNMP)
3.049	Performance health check as per defined procedure.	Use Managed Workplace report
3.050	**Messaging Management**	
3.051	Monitor Exchange server services.	
3.052	Monitor SMTP connector status.	Status Up/Down
3.053	Monitor disk space, log size, white space.	Space availability
3.054	**Monitoring**	
3.055	Monitor Exchange server services.	
3.056	Monitor SMTP connector status.	Status Up/Down and Restart service
3.057	Monitor email queue - manual/automated.	
3.058	Monitor disk space, log size and white space.	Space availability
3.059	**Storage Management**	
3.060	FC/director port monitoring.	Controller status Up/Down
3.061	Array event monitoring.	Health of drive Array or individual drive
3.062	Storage array performance monitoring.	Example – Battery status
3.063	Disk drive health monitoring.	
3.064	Array disk space capability monitoring.	Operational status of the drive
3.065	Event monitoring.	
3.066	**VMWARE Administration**	
3.067	Monitoring processor utilization, through Managed Workplace (see	Performance counter via VMware Service module

	Service[2]	Description/Summary/Explanation
	note 2)	
3.068	**Active Directory**	
3.069	Change password.	Manually upon request
3.070	Unlock accounts.	Manually upon request
3.071	**Middleware Management**	
3.072	Level 1 monitoring and validation.	
3.073	Start/stop instances.	Service status stop/start
3.075	Deploy applications automatically through Managed Workplace (See note 2).	Performed via automation
3.076	Alert analysis.	
3.077	Web/application installation automatically through Managed Workplace (see note 2).	Performed via automation
3.078	Check build logs.	Windows event (Application) logs, Applications service logs
3.079	Patch management - automatic for critical and security updates.	Set up via Managed Workplace patch policy
3.080	Performance analysis through Managed Workplace.	Performance counter
3.085	Restart Internet information service and SharePoint services.	Collected via policy module and performed manually
3.099	**Citrix**	
3.101	Validating Citrix ICA connectivity problems.	Failed connection status via windows events
3.102	ICA client settings and configurations.	Citrix XML, XTE, license services
3.106	Printer problem monitoring and validation	Check up/down status or Ink level
3.108	**Security Management**	
3.109	Monitor firewalls, IDS, IPS and log files.	(Firewall specific modules) Status Up/Down, CPU Usage, Cable failure, Link Down
3.110	Acknowledge alerts in ticketing tool.	
3.116	Daily health checks and event logs.	Available via reporting (MBSA or reporting summary)
3.117	**Network Management**	
3.118	Monitor link uptime and downtime.	Status Up/Down
3.119	Monitor router and switches for CPU and memory utilization.	Monitor via policy modules (Model specific)
3.120	Monitor performance and capacity for network devices.	Temperature status, Interface inbound packets that contains error
3.121	Monitor bandwidth utilization.	Monitored via bandwidth monitor or SNMP monitoring

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	Service[2]	Description/Summary/Explanation
3.122	**Messaging Management**	
3.123	Monitor Exchange server services.	Service status Up/Down – MSExchangeEdgeSnyc service, MSExchangeSA Service
3.124	Monitor SMTP connector status.	Service status Up/Down
3.125	Monitor database mount status - manual or automated.	
3.126	Monitor email queue - manual or automated.	
3.127	Monitor disk space, log size and white space.	Space availability
3.128	Monitor Microsoft information on patches – critical and important.	Provided via Patch policy
3.129	Monitor disk space and log size.	Space availability
3.130	**Exchange Patching**	
3.131	Monitor Microsoft information on patches – critical and important.	Set up via Managed Workplace Patch policy
3.132	**Storage Management**	
3.133	FC/director port monitoring.	Monitor with SNMP
3.134	Array event monitoring.	Example: Equal logic (Model specific policy)
3.135	Storage array performance monitoring	
3.136	Disk drive health monitoring	
3.137	Array disk space capability monitoring.	Space capability
3.138	Event monitoring.	
3.139	**Enterprise Vault**	
3.140	Configure, monitor and troubleshoot.	
3.141	Monitor with Enterprise Vault Operations Manager (EVOM).	Policy modules (Monitors) available in Managed Workplace
3.142	Performance monitoring.	Scan failed, Item processor threads are stopped
3.143	**VMWARE Administration**	
3.144	System performance monitoring.	Performance counter alerts – CPU usage, memory available
3.145	Monitor processor utilization.	High memory utilization per processor
3.146	Log file monitoring and analysis.	
3.147	Physical hardware monitoring, verification and troubleshooting	Physical CPU's, physical memory present
3.148	**Active Directory**	
3.149	Monitor Active Directory alerts	Example - MS Exchange AD access
3.152	**SharePoint Administration**	

	Service[2]	Description/Summary/Explanation
3.153	Monitor SharePoint sites.	
3.156	**Citrix**	
3.157	First level incident tickets.	
3.158	Monitor for Citrix health check through Managed Workplace.	
3.159	Monitoring alerts in Citrix servers.	Collect system errors, application error
3.161	Monitor firewalls, IDS, IPS and log files through Managed Workplace.	(Firewall specific modules) Status Up/Down, CPU Usage, Cable failure, Link Down
3.168	**Messaging Management**	
3.169	Monitor email queue, through Managed Workplace (see note 2).	Delivery of messages, Message tracking and transport log searching
3.170	**Enterprise Vault**	
3.171	Install Enterprise Vault.	
3.172	Enable mailboxes for archiving.	Manually configured
3.178	Monitor Enterprise Vault with Enterprise Vault Operations Manager (EVOM).	Monitors available in Managed Workplace
3.180	System performance monitoring.	Performance counter alerts
3.181	**Active Directory**	
3.182	Monitor forest health check using ADRAP.	DNS server, Consistency check, File Replication Error, File Replication service (monitors available in Managed Workplace)

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2. NOC SERVICES LEVEL 2 – REMEDIATE ("NOC2")

2.1. Service Levels[3]

"*Priority Levels*" are to be categorized as:

"*P1: Urgent*"   An emergency condition that prevents critical business operations.

"*P2: High*"   A condition that significantly impairs the use of one or more applications or systems to perform any critical business operations.

"*P3: Normal*"   One or more applications or systems are affected, but the impact on business operations is not severe.

"*P4: Low*"   The reported issue does not substantially impact business operations.

NOC2 (Primary Plus)

For the following Priority Level:	*The NOC2 (Primary Plus) service will on average provide or recommend a solution for 80% of alerts received within:*
P1: Urgent	1 hours
P2: High	3 hours
P3: Normal	12 hours
P4: Low	24 hours

NOC2 (Premium)

For the following Priority Level:	*The NOC2 (Premium) service will on average provide or recommend a solution for 90% of alerts received within:*
P1: Urgent	1 hours
P2: High	3 hours
P3: Normal	12 hours
P4: Low	24 hours

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[3] Measurement Period. Vendor measures its compliance with these Service Levels each calendar month. Channel Participant may view Vendor's monthly performance reports online on the 10th day of the following calendar month.

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2.2.   Services

	Service[4]	Description/Summary/Explanation
4.002	**Green Computing for Windows-based Workstations.** Where requested, non-essential workstation class devices will be shut down and/or woken daily on an automated schedule to assist in the reduction of energy costs. Windows power management plans will be remotely configured as requested.	
4.003	**Antivirus Service for Windows-based Workstations.** Definition and signature updates are performed for Windows-based workstations on a daily or as-needed basis. Quarantine or clean actions are taken to protect data integrity and stem infection from compromised network systems.	
4.004	**Antivirus Service for Servers.** Definition and signature updates are performed for Windows-based workstations on a daily or as-needed basis. Quarantine or clean actions are taken to protect data integrity and stem infection from compromised network systems.	
4.005	**Disk Health Audit for Windows-based Workstations**. A checkdisk (CHKDSK) routine is executed upon logical drive c:\ creating error events that will trigger alerts for issues identified.	
4.006	**Disk Health Audit for Servers.** A checkdisk (CHKDSK) routine is executed upon logical drive c:\ creating error events that will trigger alerts for issues identified.	
4.007	**Disk Clean-up Service for Servers.** Temporary files and temporary Internet files are removed on Windows devices.	
4.008	**Disk Defragmentation for Windows-based Workstations.** Defragment identified fixed disks using operating system native utilities.	
4.009	**Application Updates for Servers**. Critical, security and definition updating will be scheduled for identified applications not requiring vendor-approved contact or access to restricted portals.	
4.010	**Microsoft Patch Management for Servers**.	

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[4] Monitoring and some other services require the Channel Participant and/or End User to have properly installed and configured the Vendor's Managed Workplace product to permit access by Vendor's support team. Some Channel Participant and/or End User Devices may not be supported. See www.avast.com/partner for additional information. This Service Catalog lists services that are representative of the types of NOC and Help Desk services that Vendor offers to its Channel Participants but the services Vendor actually provides may be different and/or may change from time to time without notice, and not all of the listed services may be available to all Channel Participants. Before purchasing a NOC or Help Desk subscription, please confirm with Vendor or your authorized Vendor reseller or distributor that the specific services you desire are included in your subscription.

	Service[4]	Description/Summary/Explanation
	Performance of scheduled maintenance activities. Critical and security updates will be automatically- or manually installed. Service pack installations to be performed as a scheduled activity (on request).	
4.011	When an alert is triggered it will be reviewed and, where necessary, remediation action will be taken.	
4.016	**Desktop**	
4.017	Remote intervention for resolution of issues and request tickets.	Channel Participant can open a request ticket for NOC to resolve issue
4.019	Secure file transfer between onsite and offsite locations, to be performed remotely.	
4.020	Antivirus updates performed monthly or based on alerts	
4.021	Patch management performed monthly.	
4.025	Software Support CAT2 (on request).	
4.026	Software Support CAT3 (on request).	
4.028	**Antivirus**	
4.029	Signature file updates.	
4.030	Scan for virus and address the virus.	
4.047	**Server Management – Unix**	
4.048	Security Management - OS hardening/password management, through Managed Workplace (see note 2).	
4.049	Carry out scheduled server maintenance and reboot activities.	
4.050	Application start-up and shutdown.	
4.051	Volume and file system management.	
4.052	Manage directory service servers (NIS, NIS+, LDAP) for distributing system configuration data such as users, hostname.	
4.053	Installation of patch bundles and firmware upgrades.	
4.056	Troubleshoot OS problems.	
4.057	Server network administration.	
4.058	Install packages and applications.	
4.060	Escalate technical problem to Channel Participant when necessary.	
4.061	**Server Management - Wintel**	
4.062	Back up data.	Set up back up
4.063	Check event logs.	Provided via policy modules
4.064	Create Logon Scripts.	Provided via Managed Workplace
4.065	Manage tasks for disks and volumes.	Automated in Managed Workplace/manually
4.066	Monitor security-related events.	Windows successful/failed logon

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	Service[4]	Description/Summary/Explanation
		events
4.067	Monitor server performance.	Performance counter alerts – High CPU, Low memory
4.068	Schedule tasks.	Provided via Managed Workplace – Disk cleanup, defragmentation
4.069	Set user and group security.	Performed manually
4.070	Manage server shares.	Performed manually
4.071	Provide access to server share.	Performed manually
4.072	Provide access to shared printers.	Performed manually
4.073	Server backup.	Backup status succeeded/failed
4.075	Install antivirus agents.	Provided via Managed Workplace
4.076	Install and upgrade antivirus software.	
4.077	Address and reschedule backup failure issues.	Monitor status via policy module alerts and schedule manually
4.078	Check print spooler service in print server.	Set up via printer policy module
4.079	Check printer configuration in client and print server.	
4.080	Monitor and troubleshoot issues on digital sender and scanner.	
4.081	Remove unused home directory (if user discontinues).	Performed manually
4.082	Move the home directory data to a different server (if user transfers).	Performed manually
4.083	**Windows server - Wintel Admin**	
4.085	Performance monitoring for server resources through monitoring systems or manually.	
4.086	Manage server shares.	Performed manually
4.087	Provide access to server share.	Performed manually
4.088	Provide access to shared printers.	Performed manually
4.089	Monitor and troubleshoot Server backup.	Backup policy modules
4.091	Install antivirus agents.	Provided via Managed Workplace and/or manually
4.092	Install and upgrade antivirus software.	Provided via Managed Workplace and/or manually
4.093	Monitor and reschedule backup failure issues.	Performed manually
4.094	Printer troubleshooting.	Performed manually
4.095	Check print spooler service in print server.	Printer policy modules capture the alert
4.096	Check printer configuration in the client.	Performed manually
4.097	Check printer configuration in the print server.	Performed manually
4.098	Monitor and troubleshoot issues on digital sender and scanner.	
4.099	Remove unused home directory (if user discontinues).	Performed manually
4.100	Move the home directory data to different server	

	Service[4]	Description/Summary/Explanation
	(if user transfers)	
4.101	Access point operation, including ACS server, controller based technology.	
4.102	ACS server for authentication (on request).	Performed manually
4.103	Change service LAN port installation. Performed one-time	Performed manually
4.104	Change service port. Performed one-time	Performed manually
4.105	**Network Management – Network**	
4.106	Performance and availability management.	Performance counter alerts
4.107	Network device diagnostics.	
4.108	Implement firmware and software upgrades – patch installation and management.	Provided via Managed Workplace patch policy or manually
4.109	Problem management and troubleshooting.	
4.110	Handle escalated routing issues and routing changes.	NOC Process
4.111	**Messaging Management**	
4.112	Troubleshoot Exchange service.	
4.113	Create, delete, modify and move mailboxes.	Performed manually
4.114	Enable mailboxes for archive.	Performed manually
4.115	Troubleshoot email delivery and filtering issues.	Performed manually
4.116	Create, delete and modify distribution lists.	Performed manually
4.117	Create, delete, modify and move public folders.	Performed manually
4.118	Modify folder permission as requested.	Performed manually
4.119	Create system policies.	Performed manually
4.120	Process and CPU utilization.	Performance counter alerts
4.121	Storage, disk, database and space utilization.	Performance counter alerts
4.122	Configuration of authenticated SMTP relay.	
4.123	Monitor Microsoft information on patch and service pack releases.	Provided via Managed Workplace patch policy and/or manually
4.124	Perform critical patch releases monthly and service pack releases (on request).	Provided via Managed Workplace patch policy and/or manually
4.125	Test and update patch and upgrades.	
4.126	Configure and manage Blackberry user accounts.	Performed manually
4.127	Configure LCS access to users.	Performed manually
4.128	**Exchange/Collaboration Administration**	
4.129	Create Mailbox.	Performed manually
4.130	Delete mailbox.	Performed manually
4.131	Modify mailbox.	Performed manually
4.132	Move mailbox between servers and storage.	Performed manually
4.133	Create distribution lists.	Performed manually
4.134	Delete distribution lists.	Performed manually
4.135	Modify distribution lists.	Performed manually
4.136	Create system policies.	Performed manually
4.137	Configure mailbox settings manually.	Performed manually

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	Service[4]	Description/Summary/Explanation
4.138	Troubleshoot email delivery issues.	
4.139	Troubleshoot email filtering issues.	
4.140	Create, delete and modify public folders.	Performed manually
4.141	Modify public folder permission as per request.	Performed manually
4.142	Management of Exchange services.	Alerts captured with MS Exchange policy modules
4.143	Address mail communication problems.	
4.144	Coordinating with Channel Participant where necessary	
4.145	**E mail Archive**	
4.146	Enable mailboxes for archive.	Set up manually
4.147	Troubleshoot client issues related to archiving.	
4.148	Update patches and upgrades.	
4.149	**Mail Server Health Analysis**	
4.150	Process and CPU utilization.	Performance counter alerts
4.151	**Exchange Patching**	
4.152	Monitor Microsoft information on patch and service pack releases.	Provided via Managed Workplace patch policy and/or manually
4.153	Perform critical patch releases monthly and service pack releases (on request).	Provided via Managed Workplace patch policy and/or manually
4.154	**Storage Management**	
4.155	Array event analysis.	Health of drive Array or individual drive
4.156	Multi-path configuration.	Provided manually on request
4.157	Migrate PST files.	Provided manually on request
4.158	Configure, monitor and troubleshoot.	
4.159	Performance monitoring.	Performance counter alerts
4.160	**VMWARE Administration**	
4.161	Server start-up.	Server status Up/Down
4.162	Server shutdown.	
4.163	Log file monitoring and analysis.	
4.164	Increase VRAM and VCPU of virtual machine	Provided manually on request
4.165	**VPN Remote Access**	
4.166	Gateway internet connectivity.	Tested via ping – Example: Site not communicating
4.167	VPN gateway operation.	
4.168	VPN client software.	
4.169	VPN restricted access. Performed one time.	Provided manually
4.170	Support remote access for users.	Provided manually
4.171	Access Point operation.	
4.172	Gateway internet connectivity.	Tested via ping – Example: Site not communicating
4.173	VPN Gateway operation.	
4.174	**Active Directory**	
4.175	Create users.	Provided manually on request
4.176	Delete users.	Provided manually on request

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	Service[4]	Description/Summary/Explanation
4.177	Modify users.	Provided manually on request
4.178	Move users.	Provided manually on request
4.179	Create groups.	Provided manually on request
4.180	Delete groups.	Provided manually on request
4.181	Modify groups.	Provided manually on request
4.182	Create new GPO.	Provided via Managed Workplace or manually
4.183	Modify GPO.	Provided via Managed Workplace or manually
4.184	Add resource records.	
4.185	Remove resource record.	
4.186	Monitor server health check (on request).	Provided via reporting
4.187	Grant and revoke user admin rights.	Performed manually
4.188	Disable the terminated and transferred users through an automated tool.	Performed manually on request
4.189	**Middleware Management**	
4.190	Administration and troubleshooting.	NOC process request
4.191	Web and application server performance monitoring.	
4.192	SSL configuration and certificate management.	NOC process request
4.193	**Citrix**	
4.194	Citrix patches and hot fix installations.	Provided via Managed Workplace automation and/or manually
4.195	Citrix server reboot.	Provided via Managed Workplace automation and/or manually
4.196	Change request implementation.	Provided manually on request
4.197	License connectivity problems.	
4.199	Application publishing and assigning necessary groups for accessing.	Provided manually on request
4.200	Resource manager alert analysis	
4.201	Microsoft Windows OS support/IIS support	NOC process request
4.202	Update rules in Web content filters.	NOC process request
4.203	Assist Channel Participant for change request process.	NOC process request
4.204	Security management	
4.206	**Antivirus**	
4.207	Vendor coordination.	For Vendor antivirus products only
4.209	**Server Management – Wintel**	
4.210	Vendor coordination for hardware and software related issues.	
4.211	Perform patching.	Provided via the Managed Workplace patch policy and/or manually
4.212	Vendor coordination for hardware and software related issues.	
4.213	**Mail Server Health Analysis**	
4.214	Test the patch in test system.	Provided via the Managed Workplace

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	Service[4]	Description/Summary/Explanation
		patch policy and/or manually
4.217	**Middleware Management**	
4.218	Analyze performance reports.	
4.219	Provide access to SharePoint site.	NOC process request
4.220	Create SharePoint site on behalf of the requester	NOC process request
↑↑	**Citrix**	
4.224	Assign user permission on (Farm /Published applications) (on request)	NOC process request
4.225	Daily checklist monitoring for Citrix health check.	Provided via reporting
4.226	**Messaging Management**	
4.227	Monitor Microsoft information on service pack releases.	Provided via the Managed Workplace patch policy and/or manually
4.228	**Exchange Patching**	
4.229	Monitor Microsoft information on service pack releases.	Provided via the Managed Workplace patch policy and/or manually
4.230	**Server Management**	
4.232	**Windows server**	
4.234	**Other services**	
4.235	Log, consolidate and analyze activity on agreed devices at the perimeter to identify in real time any anomaly that might constitute an event.	
4.236	**Network Management - Network**	
4.237	Management of access control server technology.	

3.   HELP DESK

3.1.   Service Levels[5]

<u>Primary Plus Help Desk Services</u>

Primary Plus Help Desk service will on average answer 80% of:	*Within:*
Phone calls received	60 seconds
Emails received	60 minutes

<u>Premium Help Desk Services</u>

Premium Help Desk service will on average answer 90% of:	*Within:*
Phone calls received	30 seconds
Emails received	30 minutes
Chat requests received	30 seconds

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[5] <u>Measurement Period</u>. Vendor measures its compliance with these Service Levels each calendar month. Channel Participant may view Vendor's monthly performance reports online on the 10th day of the following calendar month.

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3.2.   Services

	Service	Description/Summary/Explanation
5.002	Act as first point of contact for incidents (including change and service requests).	Help Desk service supports End Users by providing remote assistance with their workstations and associated peripherals.
5.004	Provide problem resolution for applications, systems and hardware.	End Users will receive Help Desk support to troubleshoot and fix third-party and operating system issues at the workstation level, including assistance recovery and installation of the most current drivers for the End User's hardware.
5.005	Attempt to resolve incoming calls during first contact.	Help Desk personnel can remotely control the End User's desktop, and if requested by the End User in a chat session, will call the End User on the phone to expedite the resolution process.
5.008	Allocate incident severity levels for incidents and faults reported to the Helpdesk.	Help Desk will prioritize emails by urgency but generally handle cases from oldest to newest. Outages will normally be documented within one main ticket for quick response times during high call volume.
5.010	Perform incident diagnosis on incidents.	Help Desk will perform remote diagnostics and problem determination for malfunctions with computer hardware components, Internet safety, and security help.
5.016	Respond to, investigate, and resolve incidents initiated as a result of monitoring alarms.	If the Channel Participant also has NOC Services Level 2 supported devices, Help Desk issues that are related to network operations can be escalated directly to the NOC team for resolution. In all other cases, network related issues are escalated directly to the Channel Participant with an explanation of the issue.
5.017	Resolve incidents and escalate to Channel Participant if unresolved.	Remote access technologies enable Help Desk personnel to perform diagnostics, determine what the technical problem is, implement corrections and instruct the End User to achieve resolution. For anything site-specific, provided documentation is utilized for remediation steps.
5.026	Investigate and address concerns and complaints regarding provision of the services.	Originally requested assistance and End User history can be brought up in ticketing system once the End User's name is verified. Repeated concerns or issues will be noticed and reported for further remediation.
5.029	Provide support (first point of contact) via web ticket, email, chat and telephone in accordance with the agreed service hours.	Web tickets can be submitted through an End User's installed Support Assistant system tray utility which can be branded with Channel Participant's logo. Support Assistant will also include a link to live chat which can also be branded with Channel Participant's logo. The web-based chat connects the End Users with our Help Desk personnel in seconds in order to receive assistance. Outbound Phone calls greeting will include the Channel Participant's

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	Service	Description/Summary/Explanation
		business name.
5.034	**Enterprise Vault**	
5.035	Manage Channel Participant access for Outlook clients.	Help Desk will assist End Users with general email business applications (such as Microsoft Outlook) and will attempt to troubleshoot and resolve login issues and loading issues.
5.038	Manage Channel Participant access for Outlook Web Access/App (OWA).	Help Desk will assist with providing documented OWA email access URL, help with correct login procedure, and verify outages.

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