# Service Coverage

Supplier to provide Touch sustaining service coverage 24x7 x 365 for the time period mentioned in the agreement duration, to keep the Microsoft software installed in good working order. Customer is entitled to services that are defined as below:

1. On-call service. Such service includes problem troubleshooting and resolution. This Service may be delivered in one of several ways such as remote support, phone support, on-site support or open a support case with the vendor.
2. System upgrade, update and patch to the Microsoft products under agreement to be planned and scheduled by the Supplier and Touch team.
3. Implementation and configuration of Microsoft products to be planned and scheduled by the Supplier and Touch team.
4. Consulting Services related to Microsoft Products and Licensing and should have a proven capabilities to plan, assess, design and recommend Microsoft Licenses BoQ.
5. Health check visits per quarter to assess MIC2 exiting Microsoft environment (Appendix A) covering but not limited to security audit, performance monitoring, license utilization, recommended patching, recommended configuration, upgrades, optimizations, etc.
6. Software Asset Management for Microsoft Products once a year
7. Supplier to provide Touch with Twenty men days to be used for upgrade/new Microsoft projects that we agree on. The implementation could either be done remotely or on-site depending on project type and duration.

Technical Account Manager

Supplier will assign a dedicated Technical Account Manager for Touch. The TAM will ensure providing top- quality technical service and make sure all cases are handled as per the SLA. Below are his duties and tasks:

* Elevate issues with the vendor technical support team
* Customer can escalate tickets to him
* Monitor service team
* Monitor case progress and resolution

On-Call Service

On-call service, such service includes problem troubleshooting and resolution by the Supplier. This Service may be delivered in one of several ways such as remote support, phone support, or on-site support.

Telephone Assistance

The telephone number of supplier’s NOC center will be provided to Touch team to report issues and problems. Telephone help includes unlimited problem-solving assistance, 24X7 (including holidays).

E-mail Assistance

A support email will be provided for Touch. The opened case will be forwarded to the support team so supplier’s response and availability for the support task would be performed as fast as possible, also emails of the support engineers would be provided to Touch.

Response Time

When a problem occurs, the support team allows Touch to choose between priorities: critical, urgent and important.

|  |  |  |
| --- | --- | --- |
|  |  | |
| **Case Priority** | **Response time** | |
| Critical Priority (System Down) | Response immediate (less than one hour) by phone/Email | Maximum 2-3 hours onsite response of opening the ticket |
| Average Priority (System Urgent) | Response back phone/Email within 2-3 hours opening the ticket | Maximum 4-5 hours onsite response of opening the ticket |
| Not Critical (System Up and running) | Response back phone/Email within 4-5 hours opening the ticket | Schedule a site visit upon Customer appropriateness |

Level 1: Critical Priority

**Description:** Situations that involve a system, server, or critical program down situation that severely affects production or profitability. High-impact issues where production, operations, or development are proceeding but could be severely affected within several days. Situation in which both primary and standby systems are inoperable in which any endpoint is experiencing the same failure

Level 2: Average Priority

**Description:** Signifies a moderate business impact. The business has a moderate loss or degradation of services, but work can reasonably continue whether on current system, on standby system, or using a turn around. No immediate work stoppage is experienced.

Level 3: Not Critical

**Description:** Indicates an issue with minimum current business impact. The business is substantially functioning and has minor or no impediment of services

# Problem Life Cycle

At any point in time, the problem will have a status value, which indicates, in general terms, the point in its life cycle that the problem has reached. These status values are indicated in the following table:

| **Status** | **Life Cycle Point** |
| --- | --- |
| Open | Call is logged and Help Desk Reference Number (HDR) is issued to Customer |
| In-Hand | A Customer Services engineer has taken charge of the problem for investigation |
| Sign-Off | Problem has been resolved, awaiting confirmation from user that the problem has been satisfactorily resolved |
| Waiting | Before work can continue an action needs completing by external resources (e.g. waiting for spares or a software patch from the manufacturer) |

# 

# Problem Escalation Procedure

Whenever a problem is logged at the Help Desk, after initial assessment, it is classified and assigned a priority, as described above, and according to the classification and impact assigned to the appropriate support staff. The support staff calls the customer who reported the problem for further clarification on the problem. The engineer first tries to solve the problem over the phone, if this is not possible he attends to the problem on-site.

The first-line support staff are capable of resolving most problems at customer sites. In special circumstances, a systematic procedure ensures that problems are escalated immediately to second-line support staff for expert advice and assistance.

In order that problems are fixed as quickly as possible and so that there is a satisfactory level of awareness of problems that remain outstanding, levels of escalation apply. This ensures that, as problems remain unresolved, the status of the problem is visible to increasingly higher levels of customer and management. These people investigate the problem to ensure that sufficient resources are allocated to resolve it.

Note that these procedures do not apply to problems with a status of ‘Waiting’. These are problems that are no longer impacting service, but have a lower priority action remaining that needs to be completed before the call can be cleared. Waiting calls are monitored separately to ensure that they do not remain at this status for an unnecessarily long time.

# Problem Resolution

#### Once a problem is resolved to the satisfaction of the customer, an Incident Report is generated by the support engineer and signed by the customer. The Helpdesk Coordinator will close the incident only when a customer signed incident report is received.

#### Once the problem is closed the status is changed to Cleared, effectively closing the incident.

# Responsibilities

Supplier Responsibilities

- Supplier shall provide maintenance labor to keep Microsoft Products installed in good working condition.

- Provide Touch with a proper communication channel that would respond to Touch queries and calls, as well as providing the contact information of relevant management staff members.

- Provide remedial maintenance promptly after notification that the system is inoperative because of a malfunction. The service response time is expected to be within the pre- specified constraints mentioned in the “Response Time” section

- Supplier shall provide necessary ticketing software free of charge & provide Touch’s staff with adequate training on initiating a ticket through its support site.

Touch Responsibilities

- It is the responsibility of Touch to provide all required software, software media, license keys, and to ensure the software legality.

- Touch shall provide adequate working space, including, light, ventilation, an electric current and outlets, for the use of the maintenance personnel.

- Touch shall permit access to the product which is to be maintained.

# Appendix A

List of items covered by the support, but not limited to:

|  |
| --- |
| **Product** |
| Exchange servers 2 (DAG) |
| Domain Controllers |
| SQL servers |
| Windows Servers |
| System Center Configuration Manager |
| System Center Operation Manager |
| Microsoft security tools |
| System center Service Manager |
| Microsoft Infrastructure services: DNS, DHCP, WSUS, clusters, etc… |
| SharePoint |
| Any other Microsoft product installed during the support period |